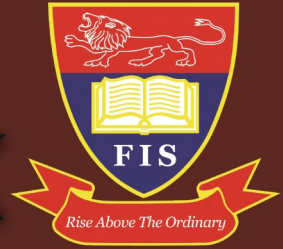


STUDENT HANDBOOK



RISE ABOVE THE ORDINARY

CONTENTS

Welcome Message	4
About FIS	5
Vision, Mission, Core Values, Culture and Motto	6
Uniquely FIS	7
About CPE and EduTrust.....	9
Standard PEI-Student Contract	10
Fee Protection Scheme	11
Medical Insurance Policy	12
Personal Data Protection Act (PDPA)	14
Confidentiality and Security Policy	16
Diagnostic Test	17
Policy and Procedures on Course Transfer and Withdrawal	18
Refund Policy and Procedures	26
Policy and Procedures on Module Opt-Out	30
Honours' List Selection	33
Award of Certificate	34
Promotion Criteria	43
Examinations Policy	47
Appeal Procedure for Results	51
Feedback and Dispute Resolution	52
Student Support Services	54
Post Result Release Process.....	56
Discipline Policy	59
Attendance Policy	64
School Attire Rules	71
Introducing Singapore	74
Laws and Rules of Singapore	77
Getting Around Singapore	81
Healthcare in Singapore	83
Item Checklist for Singapore.....	87
Appendix 2: Packing List.....	90
Major Banks in Singapore.....	92
Benefits.....	95
Communication Services in Singapore.....	96
Contacts	97

WELCOME MESSAGE



Dear Students,

Making the decision to pursue overseas studies here at FIS in Singapore is one of the wisest choices you have made in your life.

Beautiful, harmonious and modern, Singapore is a country full of opportunities; providing you with a great chance to write your life story the way you want it. With the providence of high quality education and a comfortable living environment, you will have the perfect opportunity to pursue your dreams.

FIS stands out among the numerous private schools in Singapore for our academic rigour and student management. We will carefully guide each of you in finding your goals and teach you to be relentless in achieving them as you embark on the initial chapters of your story. We will guide you on the importance of being gratuitous by extending a helping hand and the importance of giving back to society as you learn the joy of positively impacting the lives of those around you.

Be prepared to learn with passion and enjoy the success that knowledge brings as you rise above the ordinary and soar onwards, writing a truly memorable life story that is sure to inspire others for generations to come!

Li Wei

Director of FIS

ABOUT FIS

Furen International School (FIS) is established as a Preparatory School in 2000. Originally started with only preparation for the Singapore O-Level studies, we have since expanded to several other courses. All our courses have a single purpose in preparing students for university.

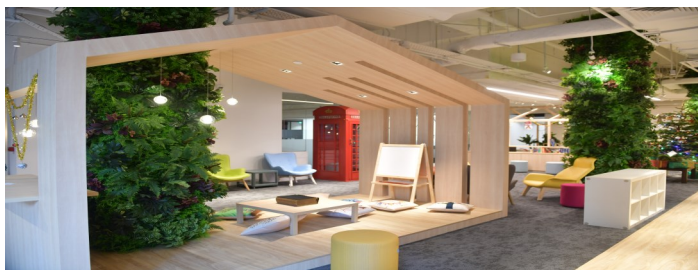
FIS core has been in shape since 2000 – it is about preparing students to gain entry into top universities.

Academic success is a MUST. The qualification is a motivated student that possesses perseverance and industriousness. To achieve that, we interact closely with our students and provide counselling – the Principal, Vice Principal, Form Teacher, Counsellor, Student Development Manager, Student Services Manager. All are actively involved in each student's performance. For students who are academically strong, we encourage the student to supplement their current studies with extra coursework.

Step 2 requires exposure, in that students partake in social causes to broaden their horizons. We participate in many programmes, one example is the twice yearly Cambodia Trip organized by the School's 108th Boys' Brigade Company and 89th Girls' Brigade Company.

The School encourages dreamers! To rise above the ordinary is not just a motto but our *raison d'être*. To get into the top universities, a good application profile has to include non-academic achievements. We have a good relationship with consultants and application specialists who actively discover a student's dreams and work closely together with them in achieving that dream.

FIS is always innovating, always progressing. We set up an Online Platform that will help our academically weaker students. We will persevere and ensure that ALL our students are able to get into the top universities.



VISION, MISSION, CORE VALUES, CULTURE & MOTTO

Our Vision

We aim to be Asia's most influential Preparatory Education Institution by helping our students secure admissions to world-renowned institutions.

Our Mission

To provide quality education through premium lessons and strict student management to aid students in achieving their best during examinations and to help them secure entry to local tertiary institutions and world-renowned universities.

Our Values

F - Focus (to be focused on our dreams and goals)

I - Industrious (to be industrious, diligent and hardworking in tasks that we set ourselves)

S - Share (share openly and willingly)

Our Culture

Gratitude and Reciprocity. Be grateful and repay those who have contributed in one's life.

Motto

Rise Above the Ordinary

UNIQUELY FIS

FIS Way of Teaching

The O and A-Level programmes offered at FIS are well-known in Singapore's private education sector and have proven track records of producing graduates who have gone on to pursue tertiary studies both in Singapore and overseas. FIS has customised its own teaching materials to be better suited for students from non-English speaking backgrounds. These teaching materials are utilised by our qualified teachers, all of whom possess at least a Bachelor's or Master's degree with most of them being graduates from the National University of Singapore (NUS) and Nanyang Technological University (NTU).

Outstanding Graduates

Over the years, many of our students have managed to achieve excellent results (3As) in their Singapore GCE A-Level examinations. To date, our students have received over 400 offers from leading universities worldwide.

On-Campus Hostel

FIS is one of the few private institutions to provide hostel services. Operated by the management of United Education Group (UEG), the hostel can provide accommodation for up to 90 students. This provides students with a safe and convenient accommodation option in an optimal environment for both living and studying, thus resolving the concerns and worries parents may have for their children's safety in a new environment.

Diverse School Activities

FIS Co-Curricular Activities (CCA) benefits the students in their character-building outside of classroom setting. CCA includes Boy Brigade Primer, Debate Club, Drama & Dance Club, Music Club, and Media Club which draw like-minded students together. Moreover, FIS organizes volunteer work and character-building and skill-based workshops to hone up students' competencies to meet future challenges. Furthermore, FIS also provides motivational talks to students to enhance their well-being, effective learning techniques and how to be successful in school.

Strict Student Management Philosophy

Our student management philosophy: tough but fair. In order to promote and instill discipline in students, the study hours here at FIS are longer as compared to many other schools, 8:15am to 4:00pm (Middle School) and 8:15am to 4:00pm (High School) on Mondays, 8:15am to 5:00pm (Middle School and 8:15am to 5:45pm (High School) from Tuesdays to Fridays. Night Study class (with attendance taken) is from 6:00pm to 8:00pm from Mondays to Fridays with students more than welcome to stay back in campus for further self-study after 8:00pm. To ensure more time for academic pursuits, school break is restricted to two or three weeks in June and December.

Staff Dedication

FIS provides a stable and optimal platform to study and reside, hence students are expected and required to be industrious. With an experienced and dedicated Director leading a team of equally dedicated teachers, the constant effort put forth by the over 60 academic and non-academic staff provides guidance to the students not only in their studies but in their personal upbringing as well. Together, FIS has a team that takes great pride in the success of its students.

Post-Course Assistance

FIS takes care of students AFTER their courses end by providing assistance in application and gaining admission to local and overseas tertiary institutions.

About CPE and EduTrust

The Committee for Private Education (CPE) was approved by SkillsFuture Singapore (SSG) Board in October 2016 to carry out its functions and powers relating to private education under the Private Education Act. The CPE is supported by a team of dedicated staff from SSG to regulate the sector, provide student services, consumer education and facilitate capability development efforts to uplift standards in the local private education industry.

The EduTrust Certification Scheme (EduTrust) is a quality assurance scheme administered by the CPE for Private Education Institutions (PEIs) in Singapore. The scheme provides a means for better PEIs to differentiate themselves as having achieved higher standards in key areas of management and provision of educational services.

For more information, please refer to www.ssg.gov.sg

CPE Student Services Centre

1 Paya Lebar Link
#08-08 Paya Lebar Quarter 2
Singapore 408533

Tel: (65) 6512 1140

Email: CPE_CONTACT@cpe.gov.sg

Operating Hours:

Mon—Fri	: 9am—5pm
Sat, Sun and Public Holidays	: Closed

STANDARD PEI-STUDENT CONTRACT

It is mandatory that all students or parents/legal guardians (if the student is under the age of 18) sign the Private Education Institution (PEI)-Student Contract with the School prior to the enrolment of each course.

The Student Contract stipulates important terms and conditions governing the relationship between Furen International School and the student. All PEI-Student Contracts are treated as “Private and Confidential”.

All students are required to sign two original sets of student contract. One set will be given to the student and one set will be kept by Furen International School.

If any amendment is made which will change the original intent of the student contract, both the student and Furen International School must sign beside the amendment(s) on both sets of the original student contracts.

All fields must be completed in the student contract. Where it is not applicable, it must be indicated with “not applicable” or “N/A”.

For more information, please refer to www.ssg.gov.sg



FEE PROTECTION SCHEME

The Fee Protection Scheme (FPS) serves to protect students' course fees in the event that the school is unable to continue operating due to insolvency, and/or regulatory closure. The FPS also protects students if the school fails to pay penalties or return fees to the students arising from judgement made against it by a Singapore Court. Students can claim the unconsumed fees from the FPS service provider.

Furen International School has adopted the FPS Insurance Scheme with Liberty Insurance Pte Ltd.

FPS is compulsory for both local and international students taking courses at FIS except for short courses with waiver granted by CPE.

The following are ways for students to be ensured that their fees are well-protected:

- A copy of FIS's certificate of FPS Insurance Policy is available on the School's official website (www.fis.edu.sg).
- Students will receive a copy of the Certificate of Insurance (COI) from FIS and also a copy from the FPS Insurance Provider through email.

For more information, please refer to www.ssg.gov.sg



MEDICAL INSURANCE POLICY

Medical Insurance

FIS provides medical insurance for all its full-time students to cover them for hospitalisation and related medical treatment throughout their course duration. The appointed medical insurance provider for FIS is Liberty Insurance Pte Ltd (Policy: SD21M00210).

The following categories of students can opt out of the medical insurance scheme if they are already covered by their own medical insurance:

- Singapore citizens, permanent residents and international students not on Student's Pass, and
- Students under corporate sponsorship / agreement signed between the FIS and sponsor organisation.

However, they must provide FIS with a copy of their medical insurance policy and demonstrate that their policy meets the following EduTrust requirements:

- annual limit not less than S\$20,000 per student
- at least B2 ward (in government and restructured hospitals); and
- 24 hours coverage in Singapore and overseas (if student is involved in school related activities)

Claiming Methods

This is a refund insurance plan, in other words, the insured student has to pay for the medical fees by him/herself when he/she is hospitalised.

The student has to submit a claim form with the assistance of the School.

FIS will submit the claim on behalf of the student and upon confirmation from the medical insurance provider; FIS will inform the student of the claim outcome.

Notes

Interpretation of this medical insurance policy is based on the original contract provided by the insurance company in English.

Medical insurance is not applicable to part-time students and students taking courses shorter than one month or 50 hours.

The student may wish to increase coverage and can purchase additional insurance coverage by themselves or with the assistance of FIS.



PERSONAL DATA PROTECTION ACT

The Personal Data Protection Act 2012 (PDPA) consists of the following segments:

- Do Not Call Provisions (DNC)
- Personal Data Protection Provisions (PDP)

Visit the Singapore Personal Data Protection Commission's website to find out more about the PDPA.

Do Not Call Provisions (DNC)

FIS will adhere to the DNC Provisions for telemarketing of our courses to both existing and prospective students. All telemarketing messages will only be sent to individuals who have not registered their Singapore telephone numbers with the DNC Register and individuals who have given consent to FIS to send them telemarketing messages at their listed Singapore telephone numbers.

You may register your Singapore telephone number(s) on the relevant DNC Register(s) and/or withdraw your consent given to FIS for the receipt of telemarketing messages. Those who would like to withdraw their consent given to FIS for the receipt of telemarketing messages are required to submit an e-mail request to our Data Protection Officer at dpo@fis.edu.sg. Upon receipt of your consent withdrawal request, FIS will cease to send telemarketing messages to you at the indicated number after 21 working days from the date of receipt.

Disclosure of Personal Data to Third Parties

In order to conduct our operations more smoothly, we may disclose your personal data to third party service providers, agents and/or our affiliates or related corporations, which may be sited outside of Singapore, for one or more of the above-stated purposes on our behalf. When doing so, we will require them to ensure that all personal data disclosed to them is kept confidential and secure.

Withdrawal of Consent for the Collection, Use and/or Disclosure of Personal Data

You may e-mail our Data Protection Officer at dpo@fis.edu.sg to withdraw your consent. To facilitate the process, the subject header of the e-mail is to be titled 'Notice of Withdrawal of Consent ' and kindly include your name (as it appears on your NRIC / Passport) and your NRIC / FIN / Passport Number.

Depending on the nature of the withdrawal, it may adversely impact your relationship with us. In the most extreme of cases, we may not be in a position to administer any existing contractual relationship, in which case we reserve the right to terminate the relationship with you. You will be notified of any consequences from your withdrawal of consent within 7 working days from the date of your notice. We will also seek your confirmation on your withdrawal of consent and inform you of the administrative follow-ups (if any).

We will cease the collection, usage or disclosure of your personal data (and inform our data intermediaries if applicable) within 21 working days from the date of receipt of your e-mail confirmation.

For more information, please refer to www.pdpc.gov.sg



CONFIDENTIALITY & SECURITY POLICY

All student-related information and data obtained through means such as the application forms, NRIC, Passport or birth certificate, etc. from the students are used for the purpose of facilitating registration, progression and completion for the programme, application for the Student's pass and for any other programme related needs.

FIS is committed to maintaining the confidentiality of the student's personal information and undertakes not to divulge any student's personal information to any third party without the student's prior written consent.

Should the personal information of the student be used for other purposes beyond the original intent of its data collection, the school must seek written permission before using the data unless required by Government Agencies.

FIS will make every effort to ensure that the confidentiality of the student's personal information is not compromised unless required by order of court, laws, and government authorities or during emergency whereby the safety and life of student may be endangered. This includes student assessment materials and results.

DIAGNOSTIC TEST

1. Chief Examiner is to organize the Diagnostic Test on the first day the Student reports to the School.
2. Chief Examiner is to release the Diagnostic Test Result to the Student and Student Development immediately.
3. Student Development is to inform/notify student who did not meet the required grades for the Diagnostic Test to attend Remedial Class and advised to take out Tuition.
4. Chief Examiner will prepare the list of students who will be attending the Remedial Class and send to the Vice Principal.
5. Vice Principal is to arrange the Remedial Classes and inform the students accordingly.
6. Student is to attend the Remedial Class and/or Tuition

Note: Student must meet the required Promotional Criteria in order to be released from the terms and condition.

POLICY & PROCEDURE ON COURSE TRANSFER & WITHDRAWAL

Transfer Policy

- A student who requests for an internal course transfer within FIS must have their existing contract terminated. A new student contract will be signed based on the procedures for executing student contracts.
- A student who transfers from his/her current course to another course within FIS shall be deemed to have withdrawn from the Course and the Refund Policy shall apply unless as otherwise agreed between FIS and the student.
- The student must also fulfil all the admissions criteria of the new course and will be subjected to FIS's student selection and admission procedures.
- For Student's Pass holder, course transfer is subject to ICA's approval of the new Student's Pass.
- In the event that an application pertaining to transfer is rejected by ICA, the Student's Pass is to be cancelled within 7 days.

Withdrawal Policy

- A student who enrolls with another school shall be deemed to have withdrawn from FIS and the refund policy and procedures shall apply.
- In the event that FIS receives a request from either ICA or another PEI for the attendance record of the student before the student has put in a withdrawal application, FIS will also treat this as a withdrawal case. As such, FIS will terminate the Student's Pass and forbid the student from attending classes at FIS with immediate effect. Students will also have to go through FIS's withdrawal procedures, once such requests have been raised.
- Student's Pass holder is required to submit his/her Student's Pass to FIS for cancelation of Student's Pass with ICA within 7 days.

Conditions for Granting of Transfer and Withdrawal

- All outstanding fees must be settled prior to request for withdrawal and/or transfer.
- Student to fill in Transfer / Withdrawal Request Form, including submission of any supporting documents and adhering to the process as stated in the Course Transfer and Withdrawal Procedures.

Conditions for Refund

FIS's Refund Policy shall apply for all qualified refunds. Students are to refer to FIS's Refund Policy and the Standard Student Contract for further details.

Timeframe for Assessing and Processing Transfer / Withdrawal Cases

The entire transfer / withdrawal process, from point of application to the final outcome, should not be more than 4 weeks. If the final outcome is not in favour of the applicant, respective staffs are to handle each situation according to FIS's dispute resolution policy and procedure.

Deferment / Extension Policy

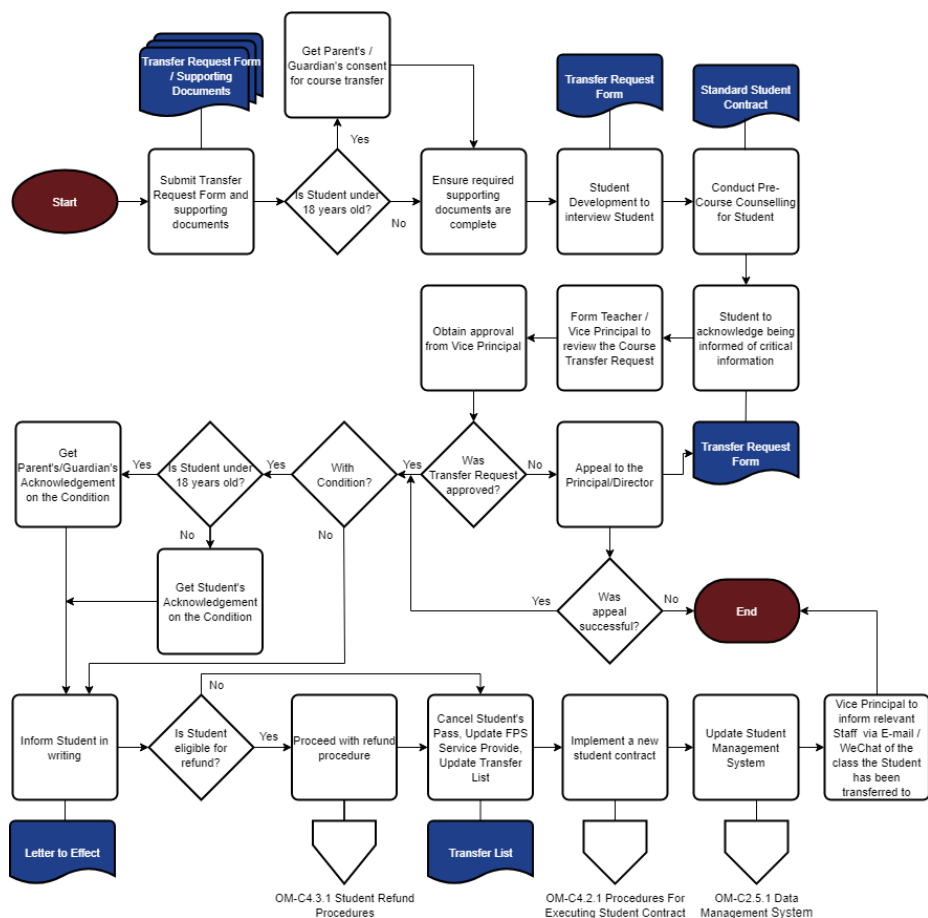
- FIS does not allow any deferment. Any related cases would be treated as withdrawal instead.
- FIS does not have extension procedures as any extension of course would be treated as transfer/signing of new student contract.

Course Transfer Procedure

1. In the event a student wants to transfer from an existing course, he is to fill up the Transfer Request Form, attach with supporting documents, if any, and submit them to Student Development Manager for processing.
2. If the Student is under 18 years old, Student Development Manager is to seek the consent of the Student's parents / guardians before proceeding with the Course Transfer Request. Consent can be through email, tele conversation or letter. The consent must be documented in the Transfer Request Form.
3. Student Development Manager is to ensure the Transfer Request Form is duly completed and any supporting documentations required for the processing (if any) are attached.
4. An interview session with Student Development Manager is to be arranged within 2 working days upon receipt of the Transfer Request Form to establish the reasons for course transfer. Details of the interview session are to be documented in the Transfer Request Form.

5. Student Development Manager is to conduct the Pre-Course Counselling to inform Student on the following conditions for any Course Transfers:
 - Student must meet all minimum entry requirements of the new course they are enrolling in
 - The Standard Student Contract for the current course which the Student is enrolled in will be voided and a new Standard Student Contract will need to be signed upon approval of course transfer request
6. The Student will be required to sign on Section 3A of the Transfer Request Form to acknowledge he has been informed of the various critical information.
7. Student Development Manager will contact the Student's Form Teacher to review the Student's Course Transfer Request. The Vice Principal will then make a decision on the suitability of transfer request based on the information in the review.
8. If the transfer is rejected, the Student may appeal to the Principal/Director. The decision made by the Principal/Director is final.
9. If the transfer request is approved, Academic Support will prepare a Letter to Effect and pass it to the Student. If the transfer is approved with conditions, Student Development Manager is to get the Student's acknowledgement on the Transfer Request Form before preparing the Letter to Effect.
10. If the transfer is approved with conditions and the Student is under 18 years old, Student Development Manager is to get the Student's parent's / guardian's acknowledgement on the Transfer Request Form before preparing the Letter to Effect.
11. Check if the student is eligible for refund. If the Student is eligible for refund, the Refund Procedure as detailed in Student Refund Procedures (see OM-C4.3.1 Student Refund Procedures) will apply.
12. Student Service is required to do the following:
 - Notify ICA of the change in Student's Pass status (including the cancellation of current Student's Pass)
 - Update FPS Service Provider
 - Update the Transfer List

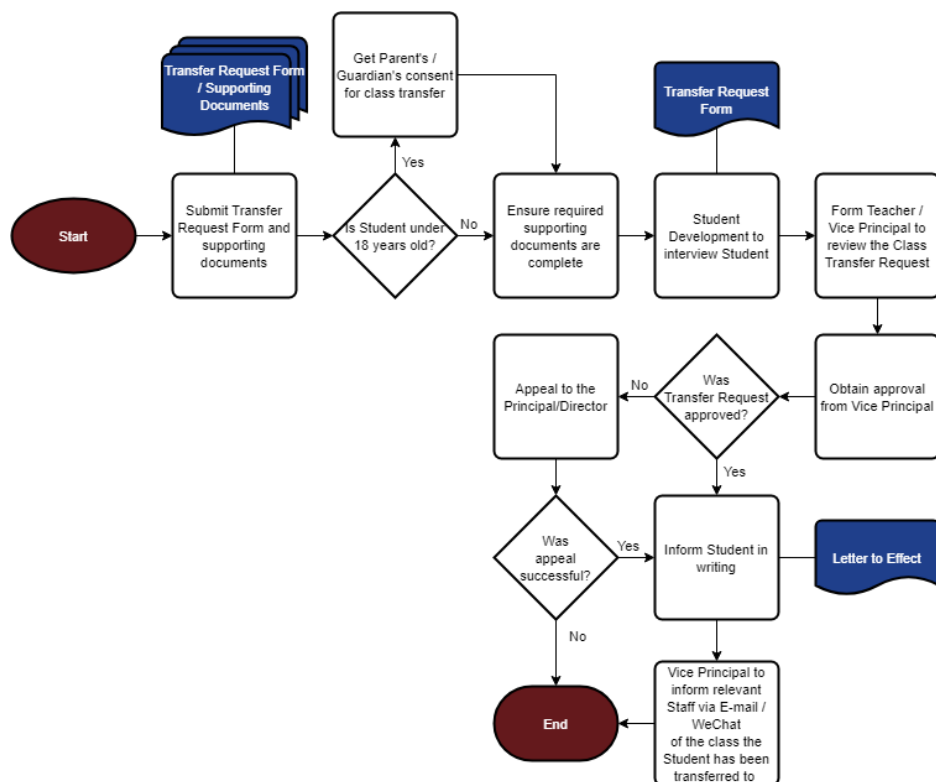
13. Student Development Manager will process a new student contract for the new course as detailed in Procedures For Executing Student Contract (see OM-C4.2.1 Procedures For Executing Student Contract)
14. Student Service is required to update the Student Management System as detailed in Course Withdrawals & Transfers (see OM-C2.5.1 Data Management System).
15. Vice Principal will inform Form Teacher, Subject Teachers and Discipline Officer of the class that the Student has been transferred to via E-mail / WeChat.



Class Transfer Procedure

1. In the event a student wants to transfer from an existing class, he is to fill up the Transfer Request Form, attach with supporting documents, if any, and submit them to Student Development Manager for processing.
2. If the Student is under 18 years old, Student Development Manager is to seek the consent of the Student's parents / guardians before proceeding with the Class Transfer Request. Consent can be through email, tele conversation or letter. The consent must be documented in the Transfer Request Form.
3. Student Development Manager is to ensure the Transfer Request Form is duly completed and any supporting documentations required for the processing (if any) are attached.
4. An interview session with Student Development Manager is to be arranged within 2 working days upon receipt of the Transfer Request Form to establish the reasons for class transfer. Details of the interview session are to be documented in the Transfer Request Form.
5. Student Development Manager will contact the Student's Form Teacher/Vice Principal to review the Student's Class Transfer Request. The Vice Principal will then make a decision on the suitability of transfer request based on the information in the review.
6. If the transfer is rejected, the Student may appeal to the Principal/Director. The decision made by the Principal/Director is final.
7. If the transfer request is approved, Academic Support will prepare a Letter to Effect and pass it to the Student.
8. Vice Principal will inform Form Teacher and Subject Teachers of the class that the Student has been transferred to and the Discipline Officer via E-mail / WeChat.

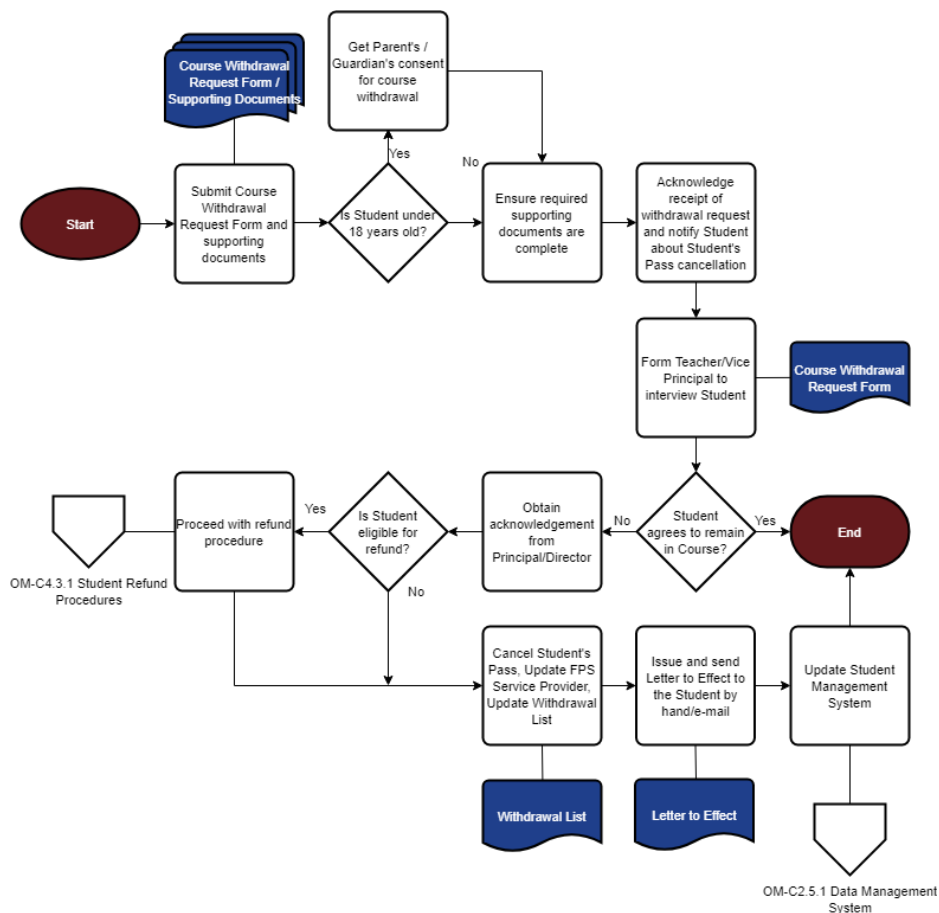
Class Transfer Procedure



Withdrawal Procedure

1. In the event a student wants to withdraw from a Course, he is to fill up the Course Withdrawal Request Form and Request to Cancel Student's Pass Form, attach with supporting documents, if any, and submit them to Student Development for processing. At the same time, student can also fill in the Refund Request Form in case of any refund.
2. If the Student is under 18 years old, Student Development is to seek the consent of the Student's parent / guardian before proceeding with the Course Withdrawal Request. Consent can be through email, tele conversation or letter. The consent must be documented in the Course Withdrawal Request Form.
3. Student Development is to ensure the Course Withdrawal Request Form is duly completed and any supporting documentations required for the processing (if any) are attached.
4. Student Development will acknowledge receipt of the Course Withdrawal Request Form and notify the Student his Student's Pass will be cancelled upon withdrawal from the School.
5. Student Development is to pass the Course Withdrawal Request Form to Form Teacher/Vice Principal. An interview session with Form Teacher/Vice Principal is to be conducted within 2 working days upon receipt of the Course Withdrawal Request Form to establish the reasons for course withdrawal. Form Teacher/Vice Principal will seek possible solutions for student retention and details of the interview session are to be documented in the Course Withdrawal Request Form.
6. If the Student wishes to proceed with the withdrawal, Student Development is to seek acknowledgment from the Principal/Director.
7. Check if student is eligible for refund. If the Student is eligible for refund, the Refund Procedure as detailed in **Student Refund Procedures** (see *OM-C4.3.1 Student Refund Procedures*) will apply.
8. Student Development Manager to pass the Course Withdrawal Request Form and Request to Cancel Student's Pass Form to Discipline Officer.
9. Student Services is required to do the following:
 - Notify ICA to cancel the Student's Pass
 - Update FPS Service Provider
 - Update the Withdrawal List
 - Issue past attendance records to students who have enrolled with another Private Education Institute

10. Student Services is to issue and send the Letter to Effect to the Student by hand/e-mail.
11. Student Services is also required to update the Student Management System as detailed in **Course Withdrawals & Transfers** (see OM-C2.5.1 Data Management System).



REFUND POLICY & PROCEDURES

The School's Management Team shall ensure a fair and reasonable refund policy.

Maximum processing time will not be more than 7 working days from the student's withdrawal/refund request for the issuing of refund.

Computation of the refund amount is to be communicated to the Students. The School adopts the Refund Policy as per the Standard Student Contract as set out by CPE. This Policy will act as a framework in guiding the implementation of detailed refund processes and procedures in the following areas:

- ⇒ Refund for Withdrawal Due to Non-Delivery of Course
- ⇒ Refund for Withdrawal Due to Other Reasons
- ⇒ Refund during Cooling off Period

Non Refundable Fees:

- ⇒ Application Fees

Refund Policy

Refund for Withdrawal Due to Non-Delivery of Course

FIS will notify the Student within three (3) working days upon knowledge of any of the following:

- It does not commence the Course on the Course Commencement Date;
- It terminates the Course before the Course Commencement Date;
- It does not complete the Course by the Course Completion Date;
- It terminates the Course before the Course Completion Date;
- It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A of the Standard Student Contract within any stipulated timeline set by CPE; or
- The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

FIS will also notify the student within three (3) working days if the school cancelled the course due to insufficient intake.

The Student should be informed in writing of alternative study arrangements (if any), and also be entitled to a refund of the entire Course Fees and Miscellaneous Fees already paid should the Student decide to withdraw, within seven (7) working days of the above notice.

Refund for Withdrawal Due to Other Reasons

If the Student withdraws from the Course for any reason other than those stated in Clause 2.1 of the standard student contract, the PEI will, within seven (7) working days of receiving the Student's written notice of withdrawal, refund to the Student an amount based on the table in Schedule D of the standard student contract.

% of [the amount of fees paid under schedule B and C]	If student's written notice of withdrawal is received:
100%	More than 60 days before the course commencement date
75%	31 to 60 days before course commencement date
50%	1 to 30 days before the course commencement date
25%	1 to 7 days after course commencement date
0%	More than 7 days after course commencement date

Refund During Cooling-Off Period

FIS will provide the Student with a cooling-off period of seven (7) working days after the date that the Contract has been signed by both parties.

The student will be refunded the highest percentage (stated in Schedule D of the Standard Student Contract) of the fees already paid if the Student submits a written notice of withdrawal to FIS within the cooling-off period, regardless of whether the Student has started the course or not.

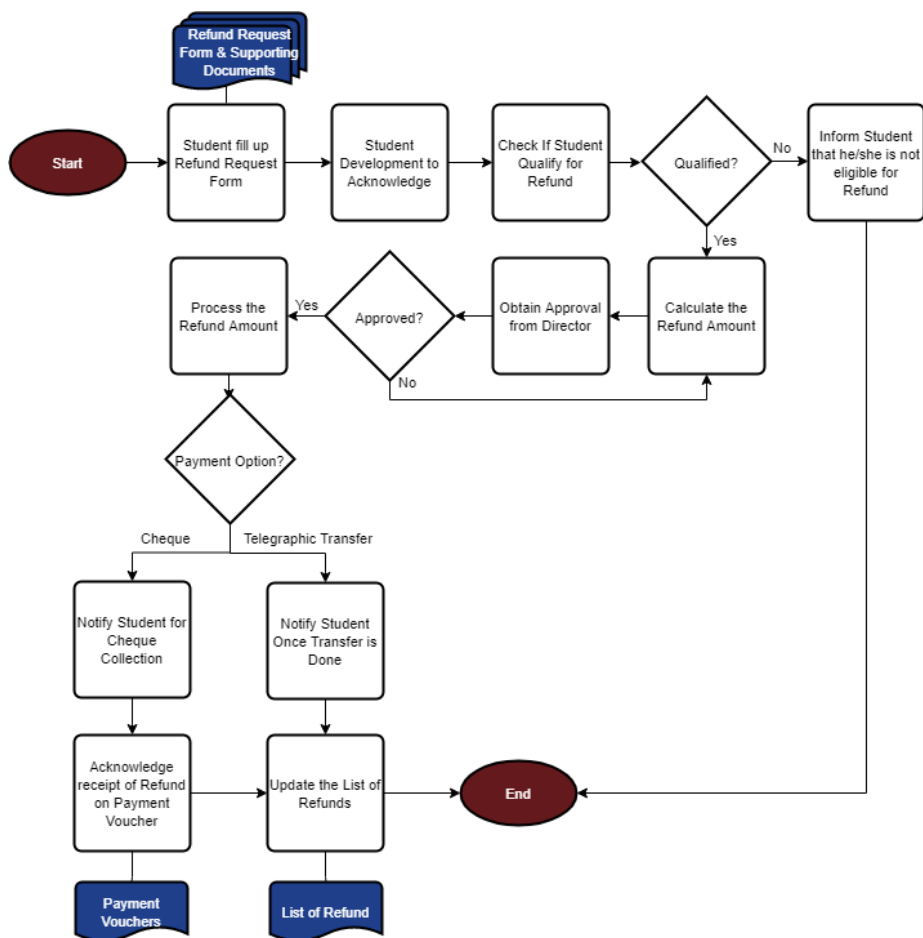


Refund Procedure

1. In the event of any refund that is to be made, students are to fill up the Refund Request Form and attached any supporting documentations that are required to process the refund request.
(Except excess payment through Bank Telegraphic Transfer below \$35 will not be refunded)

Submit it to Student Development for further processing.
2. Upon receipt of the Refund Request Form (including supporting documents if any), Student Development is to acknowledge the receipt of the refund request by signing on the form. This is to be done within 2 working days upon receipt of the Refund Request Form (based on the date of application).
3. Student Development will check if the student is qualifying for refund.
4. In the event that the student is not eligible for any refund, Student Development will inform the student.
5. If student is eligible for the refund, Finance will work out a Refund Amount (if any) based on the Refund Policy as stated in the Standard Student Contract. This amount will be indicated on the Refund Request Form.

Computation of such an amount will also be explained to Students and stated in the Refund Request Form.
6. Finance will assist to obtain the approval from Director.
7. Upon Director's approval, Finance will process the refund amount based on the payment option selected by the Student in the Refund Request Form, ie either via cheque or telegraphic transfer.
8. Once the cheque payment is ready, Student Service will contact student to collect the cheque. Student is to acknowledge receipt of Refund Amount on the Payment Voucher.
9. If refund is via the telegraphic transfer, Student Development will inform the student once the transfer is done.
10. Finance will update the List of Refunds in the Data Management System.

Refund Procedure (Con't)

POLICY & PROCEDURE ON MODULE OPT-OUT

Policy

1. Students are allowed to opt-out of a particular module at earliest 12 months before the end of an Intensive Course, 9 months before the end of High School Diploma Grade 10, Grade 11 or Grade 12 and 18 months before the end of other courses.
2. Student must ensure that he has the minimum number of modules in order to satisfy the internal Graduation certificate / Diploma Criteria or Certificate of Completion Criteria (for High School Diploma Grade 12 students) and Certificate of Completion Criteria (for Grade 9 students of Middle School Certificate Programme and Grade 10 GCE 'O' Level students).
3. Grade 7, 8 and 9 students taking the Middle School Certificate Programme are not allowed to opt-out any module.

Procedure

1. When a student decided to opt-out a particular module, he/she must fill up **Module Opt-Out Request Form** via hard copy / online and submit to the **Vice Principal** for processing.
2. An application can be made at the latest two weeks before an examination.
3. Vice Principal must ensure that students below 18 years old provide parent/guardian's consent letter together with the Module Opt-Out Request Form.
4. Vice Principal will base on the reason indicated by the student to make a decision on the suitability of the Module Opt-Out Request. Vice Principal is required to sign in the "Section 2: Approval by Academic Department" of the Module Opt-Out Request Form to indicate Approved or Rejected.

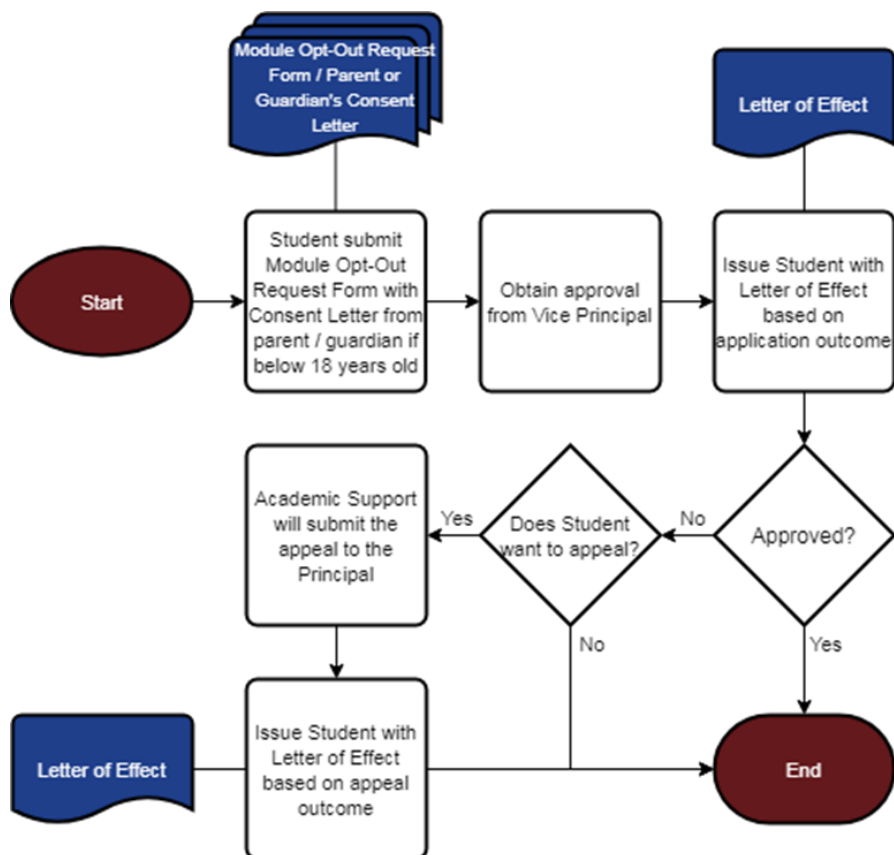
POLICY & PROCEDURE ON MODULE OPT-OUT

Procedure (Con't)

5. For online applications, an Email to Effect is generated to the applicant. In other cases, Academic Support will prepare a **Letter of Effect**. This letter will be signed by the Vice Principal. After Letter to effect is prepared, Academic Support will indicate in the "Section 3: Letter to Effect Prepared By" of the Module Opt-Out Request Form to indicate Prepared or Not Prepared.
6. Once the Letter to Effect is signed by the Vice Principal, Academic Support will pass the letter to the student.
7. In the event the Module Opt-Out request was **rejected**, student may submit an appeal to the Principal. The Principal is required to sign in the "Section 4: Outcome of Appeal (If request was rejected)" of the Module Opt-Out Request Form to indicate Approved or Rejected.
8. For **online applications**, an Email to Effect is generated to the applicant. In other cases, Academic Support will prepare a Letter of Effect based on the appeal outcome. This letter will be signed by the Principal. After Letter to effect is prepared, Academic Support will indicate in the "Section 5: Letter to Effect Prepared By" of the Module Opt-Out Request Form to indicate Prepared or Not Prepared.
9. Once the Letter of Effect is signed by the Principal, Academic Support will pass the letter to the Student.
10. All decisions made by the Principal are final.
11. Vice Principal will send the Chief Examiner the list of successful module opt-outs one week before the examination.

POLICY & PROCEDURE ON MODULE OPT-OUT

Procedure (Con't)



Honours' List Selection

The School recognises the academic achievement of top students at every internal examination, by placing them on the Honours List. Not only are they selected for their outstanding academic results but also for demonstrating consistent good behaviour and achieving good attendance.

Badges are issued to the Honours List awardees based on the number of times they have been placed on the list:

Number of times	Colour
First	Maroon
Second	Blue
Third or more	Gold

For Students to be selected for the Honours' List, the selection is determined by the Chief Examiner based on the following criteria:

1. Academic Results -

Score As or better, which follows the School-based Examination Grading, in at least 3 core / elective modules in the last Unit Assessment / Promotion / Mock / Final / Graduation Examination. The School only recognise elective modules taken in the School.

2. Attendance -

Last Exam Taken	Attendance Requirement of 95% or better from:
Unit Assessment	Latest Monthly Attendance
Promotion / Mock Examination	Overall Rate from the last 5 months before the exam
Final / Graduation Examination	Overall Rate for the whole duration of study

3. Behaviour -

Maintain a demerit point of less than 10 points. (Total = 30 points)

AWARD OF CERTIFICATE

The set of criteria will be reviewed periodically. It will be reviewed and endorsed by the Academic Board.

A-Level

1. For non-Diploma **Grade 12 students**, the criteria for the award of an **FIS Graduation Certificate** are as follows:

a. Duration

Take the course at least six months before the Grade 12 Graduation Examination and complete the course

b. English Language Requirement

Attaining IELTS 6.0^① or a passing grade at grade E or better for the Graduation Examination in General Paper

①Students may submit IELTS results on or before 31 Dec of the year of graduation.

c. Academic Results

Graduation Certification Classification	Criteria
Pass	Grade E or better in two core /elective modules ^②
Pass with Merit	Grade C or better in three core / elective modules ^②
Honours	Grade A or better in three core / elective modules ^②

②For GCE A-Level H2 modules or CIE A-Level modules only

*The School only recognise elective modules taken in the School.

d. Attendance Record

Graduation Certification Classification	Criteria
Pass	Overall attendance record of 90% or better
Pass with Merit	Overall attendance record of 95% or better
Honours	Overall attendance record of 100%

e. Behaviour

Maintaining a demerit point of less than 10 points (total = 30 points)

f. Additional Requirements for Graduation Certificate with Honours

Only students who are

- in the A-Level Honours' List Programme (at least once in the last 12 months) and
- Gold Non-Academic Achievement Awardees are eligible

2. For High School Diploma **Grade 12 students**, the graduation criteria for the award of an **FIS Diploma Certificate** are as follows:

a. Duration

Take the course for at least one year, of which at least 6 months of the course and both the second Promotion Examination and the Graduation Examination in Grade 12 are taken in Singapore

b. English Language Requirement

Graduation Certification Classification	Criteria
Pass	IELTS 6.0 ^① or better
Honours	IELTS 6.5 ^① or better

① Students may submit IELTS results on or before 31 Dec of the year of graduation.

c. Academic Results

Graduation Certification Classification	Criteria
Pass	8 points or better in three core / elective* modules ^{②③}
Honours	15 points or better in three core / elective* modules ^{②③}

② For CIE A-Level modules only

* The School only recognises elective modules taken in the School.

③ For any number of sittings within 21 months

d. FIS Alpha Programme Results

HSD Grade	Maximum accumulated points
10-12	144
11-12	96
12	48

Graduation Certification Classification	Criteria
Graduate	Obtain at least 25% of the maximum points
Graduate with honours	Obtain at least 75% of the maximum points

e. Attendance Record

Graduation Certification Classification	Criteria
Pass	Overall attendance record of 90% or better
Honours	Overall attendance record of 95% or better

f. Behaviour

Maintaining a demerit point of less than 10 points (total = 30 points)

g. Additional Requirements for Graduation Certificate with Honours

Only students who are

- in the A-Level Honours' List Programme (at least once in the last 12 months) and
- Gold Non-Academic Achievement Awardees are eligible

With regard to the specific breakdown of the grades that counts towards the Academic Results (i.e. as stated in item C) in this section, they are as follows:

For students taking non-Diploma programme:

18-month A Level Programmes (Intensive)		24-month A Level Programmes	
Graduation / Final Examination ^③	50%	Graduation Examination ^③	50%
Promotion / Mock Examination ^③ (i.e average of All Promotion Examination)	30%	Promotion Examination ^③ (i.e average of All Promotion Examination)	30%
Unit Assessment ^④ (i.e. average of All Unit Assessments)	20%	Unit Assessment ^④ (i.e. average of All Unit Assessments)	20%
TOTAL MARKS:	100%	TOTAL MARKS:	100%

For students taking the High School Diploma programme:

Diploma Programme	
Graduation Examination ^③	70%
Continual Assessments ^④ (i.e average of all assessments taken)	30%
TOTAL MARKS:	100%

Additional Notes:

③ For CIE A-Level students, they may use CIE A-Level results to replace Graduation Examination results if they take external CIE A-Level Examination before the completion of their course.

④ Students who have already been awarded with Graduation Certificate are not eligible for the Graduation Certificate when they extend the course. For students who fail to meet Graduation Certificate criteria and extend the course:

a. All the unit assessments / promotion examinations are included if Students extend for the same A Level course. For example GCE A-Level students extend for GCE A-Level course or CIE A-Level students extend for CIE A-Level course

b. Only unit assessments / promotion examinations during the extended course are included if Students take different A Level courses.

Failure to meet the Graduation Certificate criteria

Students who fail to meet the Graduation Certificate criteria will NOT be issued with a Graduation Certificate. He/she will only be eligible for a Certificate of Completion.

Award of Certificate of Completion

For High School Diploma **Grade 12 students**, the criteria for the award of an FIS Certificate of Completion are as follows:

a. Duration

Take the course for at least one year, of which at least 6 months of the course, and both the second Promotion Examination and the Graduation Examination in Grade 12 are taken in Singapore

b. Modules

Takes at least three core module^⑤ / elective modules*

c. Attendance

Maintain 90% overall attendance

⑤ For CIE A-Level modules only

*The School only recognises elective modules taken in the School.

For non-Diploma Programme **Grade 12 students**, the criteria for the award of an FIS Certificate of Completion are as follows:

a. Duration

Take the course at least six months before the Graduation Examination and complete the course

b. Modules

Take at least two core modules^⑤ / elective modules*

c. Attendance

Maintain 90% overall attendance

⑤ For GCE A-Level H2 modules or CIE A-Level modules only

* The School only recognise elective modules taken in the School.

For **GCE O level Grade 10 and Middle School Certificate Grade 9 students**, the criteria for the award of an **FIS Certificate of Completion** are as follows:

a. Duration

Take the course at least six months before the Final Examination and complete the course

b. Modules

Take at least three core modules/ elective modules*

c. Attendance

Maintain 90% overall attendance

* The School only recognise elective modules taken in the School.

Middle School Cert, O Level, A Level and High School Diploma

Failure to meet the Certificate of Completion criteria

Students who fail to meet the Certificate of Completion criteria will only be issued an academic transcript and a copy of the Verification of Studies (payment is required for the Verification of Studies).

Award of Certificate of Graduation for Early Termination of Contract

- For a CIE A-level or High School Diploma student, whose request in writing to the Vice Principal / Principal for early termination of contract has been approved by the Vice Principal / Principal, he/she must take the March / August Graduation Examination and the external CIE A-level Examination before the termination date.
- For such cases, only Graduation Certificate with Honours or Diploma with Honours will be awarded if Student satisfies all criteria set in this manual for the award of an FIS Graduation Certificate with Honours or FIS High School Diploma with Honours.
- No other Graduation Certificate / Diploma classes or Certificate of Completion will be awarded.

Note: For CIE A-Level students, they may use CIE A-Level results to replace Graduation Examination results if they take external CIE A-Level Examination before the completion / approved early termination of their course.

Extract copy of Certificate

- A non-refundable fee of \$50 (inclusive of GST) payment should be made with any request for an extract copy of the Certificate of Completion / Graduation Certificate / Diploma.
- Upon receiving the completed Document Request Form and verifying the payment receipt, Customer Services will make a print of the certificate from the School Management System and stamp it 'Certified True Copy'.
- The 'Certified True Copy' stamp on the Extract Copy will be signed by the Vice Principal / Principal.
- The processing time is about 3-5 working days on receipt of request and payment.

High School Diploma Alpha Programme - Academic Achievements

1. The Alpha Programme aims to:

- Widen students' knowledge; develop their confidence and skills
- Prepare aspiring students who wish to apply for top universities and medical schools

2. It is part of the High School Diploma programme only.

3. It is made up of two components – Academic and Non-Academic

4. The Academic component is further sub-divided into Enrichment lessons and Problem-based Learning

Enrichment Class	Standardised Tests	2 sessions*
	Abstract Reasoning	
	Verbal Reasoning	2 sessions*
Problem-based Learning	Finding Solutions, Presentation	4 sessions*

*Each session is 40 minutes

5. Problem-based learning is a student-centred approach conducted in two phases, with teachers as facilitators of the problem analysis and idea generation process.

Area	Content	Duration
Problem-based Learning Phase 1	Identifying issues Generating ideas Integrating theory and knowledge Researching Applying theory and knowledge Finding Effective Solution Reflecting and Reviewing	6 weeks
Problem-based Learning Phase 2	Collaborating Group Presentation	2 weeks

Non-Academic Achievements

1. Wherever applicable, students would be assigned leadership roles at various levels for character development and inculcation of school and global values. These roles may include leading in class discussions, participating in class and school activities that will enhance the development of essential skill sets needed.
2. Students are encouraged to participate in activities and competitions on the national level.
3. The School will award points and grade every students' non-academic achievement for each unit based on the following criteria:

NON-ACADEMIC ACHIEVEMENT CRITERIA

Category	Overall Points Awarded	Grade	Type of Certificate
Win accolades and awards at National / Regional / International Competitions / Programmes / Events Lead an Overseas Project Class monitors or CCA leaders	5	A	Gold
Win accolades and awards at School Competitions / Programmes / Events Participate in an Overseas Project Represent in National / Regional / International Competitions / Programmes / Events	4	B	Silver
Participation in School or Club Programmes / Events	3	C	Bronze
90 % Attendance at School Club / Society meetings / programmes / events	2	D	-
Below 90 % Attendance at School Club / Society meetings / programmes / events	1	E	-
No Participation	0	U	-

4. The School recognizes students' non-academic achievement through awarding of certificates at the successful completion of the course and will use the above criteria to determine type of certificate to be awarded

PROMOTION CRITERIA

For Courses other than High School Diploma -

- The set of criteria will be reviewed periodically. It will be reviewed and endorsed by the Academic Board.
- A retake of the Promotion Examination will be scheduled for those who fail to achieve the minimum academic results in the Promotion Examination.
- They have to pay the administration fee of S\$50 (excluding GST), per module within two days of the release of the results of the Promotion Examination.
- Those who fail to make the payment, retake the Promotion Examination or failed the retake will be retained and made to (re) take the units of all core modules for the next 6 months.
- Students who are required to re-take an examination but fail to present themselves at the examination at the appropriate time, are deemed to have revoked their opportunity for the re-assessment, and this shall be recorded as a "Fail" grade.
- Students who fail to be promoted and had failed to achieve the minimum grade in English/General Paper have to give an undertaking to take out tuition. If parents do not want their child to take out tuition, they have to give a letter of undertaking that their child will meet the minimum grade at the next Promotion Examination.
- Any appeal of results in the Promotion Exam and Retake Exam will follow the Appeal Process (see OM-C5.5.1 Assessment Results, Moderation and Appeals Process)
- Students are only allowed to repeat the same level a maximum of two times. Students, who fail the same level a third time (cumulative, regardless of the course), will be advised to withdraw from the school.

The criteria for taking the Promotion Examination are as follows:

- Attendance Record

Student must achieve an overall attendance record of 90% or better. Those who fail to meet the required attendance rate will not be allowed to take the Promotion Examination. They will be retained and made to (re) take the units of all core modules for the next 6 months.

The criteria for promotion are as follows:

- Academic Results

For Grade 11 and 12 students	Both GCE-A Level and CIE A-Level	Grade E or better in two core/elective modules*
For Grade 7, 8, 9 and 10 students	For GCE O-Level and IGCSE	Grade C or better in three core/elective modules*

*if none of the core modules, which meet the minimum grade, is an English or General Paper module, the students who are promoted have to give an undertaking to take out tuition. The School will only recognise elective modules taken in the School.

**For English/IELTS module, grade 11 students must achieve at least overall banding of 5.0 or better. For Grade 12 students must achieve at least overall banding of 5.5 or better.

For High School Diploma -

- The set of criteria will be reviewed periodically. It will be reviewed and endorsed by the Academic Board.
- A retake of the Promotion Examination will be scheduled for those who fail to achieve the minimum academic results in the Promotion Examination.
- They have to pay the administration fee of S\$50 (excluding GST), per module within two days of the release of the results of the Promotion Examination.
- Those who fail to make the payment, failed to take the retake or failed the retake of the Promotion Examination will have to repeat the same module unit.
- Students who are required to re-take an examination but fail to present themselves for the examination at the appropriate time, are deemed to have revoked their opportunity for the re-assessment, and this shall be recorded as a "Fail" grade.
- Students who failed to achieve the minimum grade in English have to give an undertaking to take up tuition and repeat the failed module unit.
- Any appeal of results in the Promotion Exam and Retake Exam will follow the Appeal Process (see OM-C5.5.1 Assessment Results, Moderation and Appeals Process)
- Students are only allowed to repeat the same unit of a module a maximum of two times. Students, who fail the same unit of a module a third time, will be advised to consider opting out of that module. (Students are not allowed to opt out of English.)

The criteria for taking the Promotion Examination are as follows:

- Attendance Record

Student must achieve an overall attendance record of 90% or better. Those who fail to meet the required attendance rate will not be allowed to take the Promotion Examination. They will be retained and made to (re) take the same units of all core modules for the next 3 months.

The criteria for promotion are as follows:

- Academic Results

Units 1, 2, 4, 5, 6, 8, 9 and 10 Promotion Examinations are compulsory.

For a particular module in Unit 1 and / or Unit 5, in order to progress to the next unit of that module, a student must achieve Grade E or better (score one point or better) at the Unit 1 and / or Unit 5 Promotion Examinations respectively.

In order to take the Unit 4 Promotion Examination for a particular module, a student must achieve Grade E or better (score one point or better) for that module at both Units 1 and 2 Promotion Examinations or Unit 3 Promotion Examination.

In order to take the Unit 8 Promotion Examination for a particular module, a student must achieve Grade E or better (score one point or better) for that module at both Units 5 and 6 Promotion Examinations or Unit 7 Promotion Examination.

If they fail the Unit 4 Promotion Examination for a particular module, the student must take Unit 3 for that particular module.

If they fail the Unit 8 Promotion Examination for a particular module, the student must take Unit 7 for that particular module.

The passing grade for the English* / IELTS module is as follows:

Promotion Examination	Passing Grade (IELTS)
Unit 1 and 2	4.0
Unit 3 and 4	4.5
Unit 5, 6 and 7	5.0
Unit 8, 9 and 10	5.5

* The passing grade for non-IELTS English is Grade E

EXAMINATION POLICY

1. Rules of Conduct for Examination

Students are required to obey all instructions given for the proper conduct of the examination.

- 1) Students are to be in school attire, that is, formal uniform or school T-shirt with pants/skirts; covered shoes.
- 2) Students are responsible for arriving at the examination room 15 minutes before the start of the examination. For major examinations (e.g. the Promotion or Graduation Examination), Students are also expected to display their own passport on the corner of the examination desk.
- 3) Students are responsible for reading and adhering to the instructions on the front sheet of the examination answer book.
- 4) Students will not be admitted to an examination room after the examination has been in progress for thirty minutes, with the exception of the Listening Examination. For the Listening Examination, late-comers will not be permitted to enter the examination room after its commencement.
- 5) Students will not be permitted to leave during the whole duration of any examination.
- 6) All bags and other objects must be deposited at designated places as determined by the Invigilator(s). Writing instruments like pens, pencils, rulers, etc. are to be placed on the table. Students may use their own slide-rules, mathematical instruments and such other aids to drawing as the Invigilators permit.
- 7) Examination papers shall either prohibit calculators or allow those only as specified. Calculator covers are to be removed prior to the distribution of the examination paper.
- 8) Students are responsible for the performance of their own calculators.
- 9) There must be no communication, either spoken or written, between Students during the period of the examination

10) Electronic devices, including mobile telephones, are to be switched off and placed in a bag or to be in the custody of the Invigilator(s) during examination; smart glasses and smart watches cannot be worn and are not allowed in the examination room.

11) Students who bring unauthorised items to their seats by mistake must inform the Invigilator immediately on discovering the presence of such items.

12) Students must use only official stationery provided for the examination, e.g. writing paper, answer booklet, graph paper, etc. Students are not allowed to remove such official stationery (excluding the unit assessment question paper) or equipment from the examination room.

13) Unless otherwise authorised, Students must use **ONLY** blue or black ink when writing on the examination answer booklet. A pencil may be used only for rough workings, and/or for drawing diagrams and graphs.

14) Students who are guilty of any misconduct, including copying from or communicating with any other student during an examination, will be reported to the Chief Examiner, who will refer the case to the Vice Principal.

15) At the end of the examination, students must not leave the examination room until they are directed to do so by the Invigilator.

16) Students with disabilities must ensure that appropriate assessments and/or medical certificates to support the need for any special arrangements are obtained and that these are received by the School at the earliest opportunity.

**Infringement of these Rules will constitute a breach of the
School Discipline**

2. Special Considerations

At FIS, all examinations are compulsory. At times, a Student may not be able to present himself for such examinations. Therefore, the following situations and rules shall apply:

1. Should a Student fall ill before an examination, suffer bereavement or other trauma, be taken ill during the examination itself or otherwise disadvantaged or disturbed during an examination, then it is the Student/Parent/Guardian's responsibility to alert the School.
2. The Student must support any special consideration claim with appropriate evidence within three days of the examination, for example, a letter from the doctor or medical certification.
3. The School's final decision shall be based on the circumstances to grant any possible re-take of an examination. For the School to grant a possible re-take of an examination, any one of the following situations may apply:
 - a. Producing a letter from the doctor or medical certification. Final results attained from this re-take shall be reflected as a "Pass" or "Fail" in the certificate. Medical certificates from Traditional Chinese Medicine (TCM) clinics will not be accepted.
 - b. Approved leave from the School. In very exceptional circumstances where special permission is granted by the School's management for a Student to represent the School at an important external event (e.g. to take part in a competition) and is unable to be present for an examination, the Student is still expected to attempt the examination on another designated date and time. Actual marks will be reflected in the certificate.

4. An administration fee for a re-take of a non-graduation examination shall be imposed at S\$50 (excluding GST), per module. For a graduation examination, the administration fee of \$100 (excluding GST) will be charged per module. This rule does not apply to 3b.
5. Students who are required to re-take an examination but fail to present themselves for the examination at the appropriate time, are deemed to have revoked their opportunity for the re-assessment, and this shall be recorded as a “Fail” grade.

All the terms and conditions in this section also apply to Unit Assessments



APPEAL PROCEDURE FOR RESULTS

Students who are not satisfied with the outcome may make an appeal as follows:

1. Student is to fill up and submit an Appeal of Examination Result Form to Academic Support within 7 working days of the release of results.
2. Academic Support is to acknowledge the receipt of appeal within 2 working days and submit the list of Students who appealed their examination results to the Chief Examiner who will draw out the relevant examination papers for review.
3. With advice from the Chief Examiner, Chairman of the Examination Board will designate a Marker to review the appeal, provide feedback and recommendations. All comments are to be documented in the Appeal of Examination Result Form.
4. The Examination Board will review all Appeal of Examination Result Forms and decide on the final outcome of each appeal. This decision is final.
5. Academic Support will inform each Student who appealed of the final decision within 4 weeks from the date of appeal and update any change to results based on the outcome of the appeal.

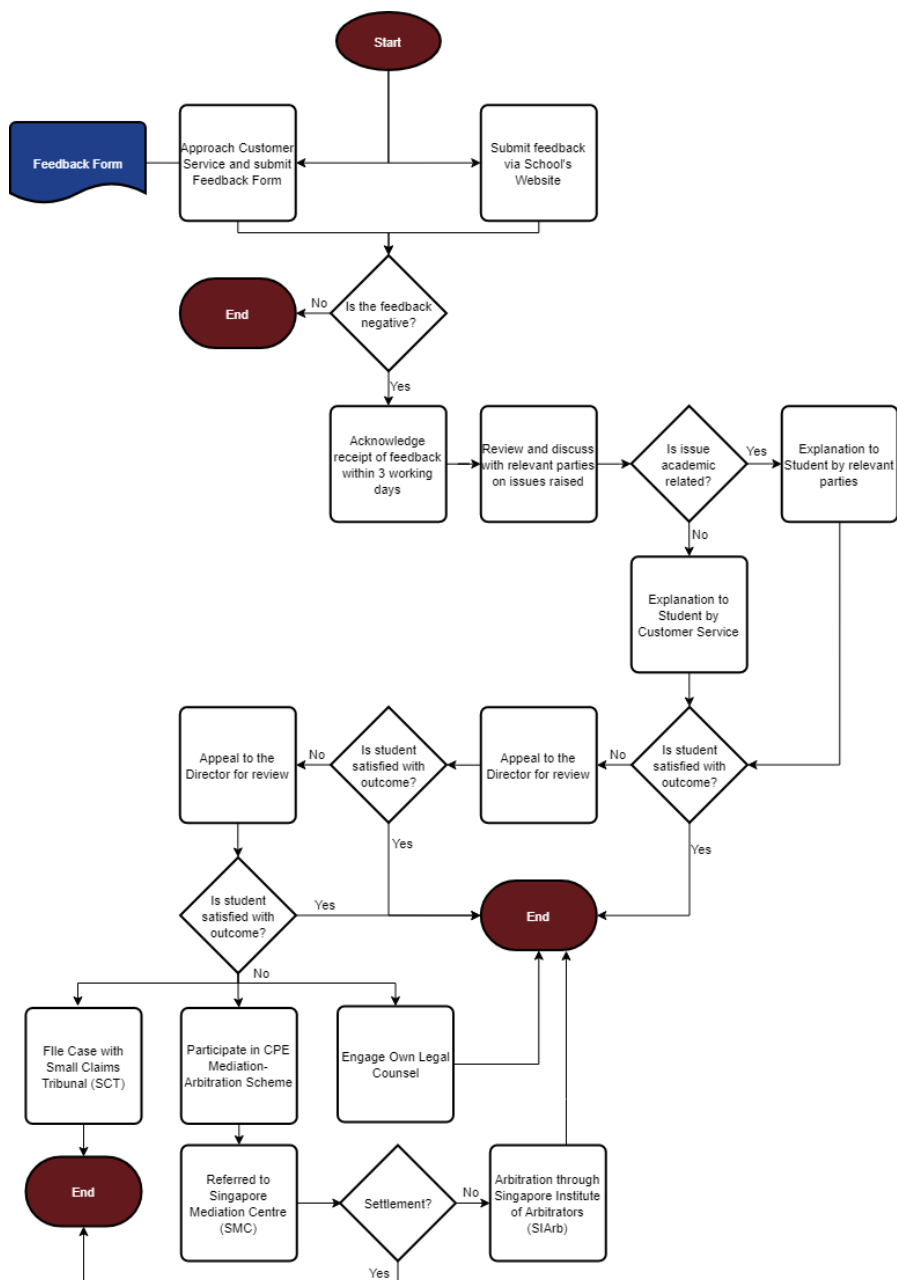
FEEDBACK & DISPUTE RESOLUTION

FIS is committed to providing high quality, responsive and accessible service. Meeting the expectations of its student is an integral part of the work ethic of the School.

Procedure

1. Students who would like to submit their feedback may either approach Customer Service to request for a Feedback Form or submit their feedback via School's Website.
2. Customer Service is to acknowledge the feedback received within 3 working days.
3. Customer Service will review the feedback and discuss it with relevant parties on issues raised. A formal investigation will be carried out if necessary.
4. The relevant parties will then propose a solution to the issue raised and the School will respond to the feedback within 14 working days. Explanation will be done by Student Services if the issue is not academic related while academic related issues will be explained by the relevant parties.
5. If the student is not satisfied with the outcome, they are to submit an appeal to the Director who shall review all cases on a case by case basis.
6. If the student is still not satisfied with the outcome, they are to submit an appeal to the Director who shall review all cases on a case by case basis.
7. Steps 1 to 6 should be done within 21 working days. If the process takes more than 21 working days to resolve, Students need to be informed of the reason as to why it is so and justification needs to be provided by the School. Justifications need to be recorded on the Feedback Form under the Remarks section.
8. If the student is still not satisfied with the outcome, they can approach Committee for Private Education Student Services Centre (CPE-SSC) to report the dispute. Options for the student are:
 - File case with Small Claims Tribunal (SCT)
 - Participate in CPE Mediation-Arbitration Scheme
 - Referred to Singapore Mediation Centre (SMC) if cannot reach a settlement, can progress to Arbitration through Singapore Institute of Arbitrators (SIArb)
 - Engage own legal counsel

Note: As feedback may not always be negative, the School will only reply to the students if it is required.



STUDENT SUPPORT SERVICES

List of Comprehensive Services Available in the School

A) For all new students

The School will provide the following services to ensure Students make a smooth transition to Singapore : -

- Pick-up service at the airport upon arrival.
- Assist in the purchase of a SIM card (for mobile telephone services)
- Assist in the purchase of an EZ-Link Card (for public transport)
- Assist in arrangement for mandatory medical check-up.
- Assist in opening a bank account.
- Assist in the collection of Student's Pass.
- Provide accommodation advice and services.

B) For all Current & Enrolled Students

The School aims to provide all Students with an academic education of the highest standards through the provision of these services:

- Orientation to familiarize the Student with the school
- Organized trips to local universities.
- Inculcation of our school culture of gratitude and reciprocity by inviting outstanding alumni to share their experiences.
- Assist with visa applications for you and your family members.
- Assist your family members with accommodation services.
- Assist with your A/O Level examination registrations.
- Maintain close contact with your parents via Internet or telephone to keep them up-to-date with your studies, attendance and general upbringing.
- Providence of moral education and psychological guidance that will aid the solving of problems you encounter in studies and in life.
- Organisation of extra-curricular activities like Singing competitions.
- Celebrations and performances on special occasions such as Chinese New Year, Mid-Autumn Festival, Graduation Ceremony and Christmas.

C) For Graduates

As part of FIS's vision and mission to aid students in securing admissions to world renowned universities, it will provide these various support services for its graduates:

- Assist in visa application when returning to Singapore for collection of results and tertiary application.
- Source for suitable overseas universities that best suit their talents, capabilities and preference for early enrolment so that they can be one step ahead of their peers.
- Assist in the collection of result slips.
- Assist in tertiary applications.
- Help them apply to overseas universities and visa application.

D) For enhancing overall Student Experience

In ensuring that the School provides for an exceptional Student experience, it undertakes to provide the following services:

- Weekly review and feedback of Students' attendance
- Student Evaluation Surveys (Student Satisfaction Survey / Module & Course Evaluation Survey / Pre-Course Counselling Satisfaction Survey / Student Survey of Teachers)
- Feedback Form
- Dispute resolution process



Post Result Release Process

A. Progress to Polytechnic

1. Student to approach the O-Level Staff In-charge for assistance.
2. Submit a copy of their passport and result slip to the O-Level Staff In-charge.
3. The O-Level Staff In-charge will pass the copy of the passport and result slip to the University Application Officer (UAO).
4. Upon receipt of the copy of the passport and result slip, UAO will request IT to create the email address for the Student. (Only applicable for student whom an email address had not been created when he first joined the school)
5. UAO will compiled all the Student's information including the followings:
 - Student Name
 - Student Number
 - Student Home Address
 - Email Address
 - Choice of Polytechnics
 - Choice of Courses
6. After the compilation, UAO will send the information to the UAO who will submit the application on behalf of the Students.
7. In the event that the Polytechnic required hardcopy to be send, UAO will consolidate the required document for student to post out themselves or assist student to compile before handing personally to respective polytechnic before the due date.
8. UAO will monitor and follow up on the application status for the Students.

9. In the event that the Student is required to attend any interview session, the UAO will arrange relevant staff to guide the Student on the relevant interview skills before the actual interview session.
10. UAO will monitor the application status and inform School of the Application outcome.
11. Upon receipt of the Offer Letter from the Polytechnic, UAO will upload the Offer Letter to the Student Management System.

B. Progress to Universities

1. Student to approach the UAO for assistance.
2. Submit a copy of their passport and result slip to the UAO.
3. Upon receipt of the copy of the passport and result slip, UAO will request IT to create the email address for the Student.
4. UAO will submit the application on behalf of the Students.
5. UAO will monitor and follow up on the application status for the Students.
6. In the event that the Student is required to attend any interview session, the UAO will arrange relevant staff to guide the Student on the relevant interview skills before the actual interview session.
7. UAO will monitor the application status and inform School of the Application outcome.
8. Upon receipt of the Offer Letter from the University, UAO will upload the Offer Letter to the Student Management System.

C. Progress to BCA

1. Student to approach the BCA Rep for assistance.
2. Submit a copy of their passport and result slip to the BCA Rep.
3. BCA Rep will submit the application on behalf of the Students.
4. BCA Rep will monitor and follow up on the application status for the Students.
5. BCA Rep will inform School of the Application outcome.
6. Upon receipt of the Offer Letter from the BCA, BCA Rep will pass the Offer Letter to UAO who will upload the Offer Letter to the Student Management System.

D. Progress to Other Options

1. Student to approach the UAO for assistance.
2. UAO will give advices to the Student.
3. UAO will assist the Student in any necessary paperwork.
4. UAO to follow up on the necessary action.
5. UAO will inform School of the Status.
6. Upon receipt of the Offer Letter from the University, UAO will upload the Offer Letter to the Student Management System, if any.

DISCIPLINE POLICY

Students who accumulate a total of 10 demerit points will be issued their 1st Warning Letter, a 2nd Warning Letter will be issued which will indicate that Student needs to report to Vice Principal / Principal at 20 demerit points, and an Expulsion Letter at 30 demerit points. Refer to **Section 1: Demerit Points System** for the list of offences and the demerit points each offence carries.

Students who are issued a Warning/Expulsion Letter are required to meet with Student Care Teacher / Form Teacher / Vice Principal / Principal.

Student Development will inform the parents of Students who are being issued with a Warning/Expulsion Letter.

The below table details the offenses and points that will be deducted:

No.	Major Offences Leading to Expulsion
1.	Violation of Singapore law (for example working illegally, fighting with weapon, stealing, consumption of drug or alcohol, sexual offence with girls under the age of 16)
2.	Physical violence or verbal abuse towards teachers/staff
3.	Recruiting students to other institutions
4.	Slandering / Threatening / Bullying (including cyber bullying)
5.	Smoking, consumption or under-aged possession of cigarettes or alcohol within school premises / in school uniform outside school. Possession of contraband items Note: Consumption or purchase of alcohol is not permitted to anyone below 18 years of age, smoking or purchase of cigarettes is not permitted to anyone below 21 years of age. Those found creating pandemonium in public places under the influence of alcohol are subject to imprisonment and hefty fines according to Singapore Law.
6	Entering a restricted area without proper authorisation or bringing unauthorised visitor to the School
7.	Intimacy within school premises/ in school uniform (PDA)*

No.	Major Offences	Points
8.	Cheating in Exams (any form); Faking of documents Note: In the case where another student is an accessory to cheating, he/she will face the same punishment.	20
9.	Leaving Singapore without official approval	20
10.	Fighting (Instigator/Victim)	20/15
11.	Vandalism, throwing leftover food in toilets and drains (Students will have to pay for the damage and clean-up of any mess created) Final decision of cost will be determined by the Management.	15
12.	Possession of flammable and explosive	15
13.	Possession and / or consumption of cigarettes or alcohol by Student	15
14.	Smoking/drinking cigarettes or alcohol with an under-aged student	15
15.	Insubordination towards teachers/staff, refusal to accept punishment	15
16.	Verbal Abuse towards other students*	10
17.	Using obscenities in any form such as body language, drawing and words	10

No.	Minor Offences	Points
18.	Sleeping in class	5
19.	Lying or making false statement	5
20.	Using electronic devices such as mobile phones, Kindles, laptops, notebooks, iPad during lesson, unless prior permission has been granted. Note: For first time offence, electronic devices will be confiscated for 1 week. For second time offence, electronic devices will be confiscated for 1 month.	5
21.	Inappropriate attire while within School * Mondays: Full school uniform, with tie/bow tie, blazer and black shoes all day (8:00am-8:00pm) Tuesdays-Thursdays: Full school uniform and blazer; tie/bow tie are optional (8:00am-8:00pm); Fridays: School T-shirt with School pants / skirt (8:00 am-8:00pm) Note: No improper footwear such as slippers and sandals unless there is a valid medical reason. No short/miniskirts. Walking around nude within Hostel. No jackets to be worn over the blazer.	5
22.	Failure to submit homework despite repeated warning. (1 week grace)	3
23.	Consumption of food and drinks in class (8:00am-8:00pm)	3
24.	Poor Personal Hygiene / left belonging unattended	3

No.	Offences related to Absence	Points
25.	Absent from school wide activities without official approval.	10
26.	Leaving classroom / school without official approval.	5

*Verbal warning and counselling will be given for the first offence; subsequent offences will result in demerit points.

2. Warning, Demerit Points, Counselling, Expulsion

- Students who accumulate a total of 10 demerit points will be issued their 1st Warning Letter, a 2nd Warning Letter will be issued which will indicate that Student needs to report to Vice Principal / Principal at 20 demerit points, and an Expulsion Letter at 30 demerit points. Refer to **Section 1: Demerit Points System** for the list of offences and the demerit points each offence carries.
- Students who stay in school appointed hostels are expected to adhere to all the hostel rules and regulations. Those who have accumulated the maximum demerit points at the school appointed hostels will be issued an Expulsion Letter from the school and will be subjected to the same process as students who accumulated 30 or more demerit points from the School's Demerit Point Table.
- Students who are issued a Warning/ 2nd Warning Letter/ Expulsion Letter are required to meet with Discipline Officer / Form Teacher / Vice-Principal / Principal.
- Discipline Officer will inform the respective Head of Departments (HODs), Form Teacher, Vice-Principal, and Principal of the Student's offences. Relevant HODs are to ensure that both Student and Parents/Guardians/Agents are informed.

3. Reporting of Offences / Handling of Major Offences

1. An incident report to Principal must be written for all major offences committed by Students.

4. Reduction of Demerit Points

1. Students who have accumulated at least 10 demerit points have the option to reduce or offset their demerit points by volunteering for and successfully completing any School-based activities or Community Involvement Programme organized by Student Affairs.

No.	Activities	Points
1.	Community Involvement Programmes	5
2.	School-based Activities	2

ATTENDANCE POLICY

1. Teacher is responsible for marking all Students' attendance as detailed in **Monitoring of Student Attendance** (see OM-C5.4.1 *Monitoring of Student Attendance*)
2. Students must ensure they register their attendance punctually for classes or activities where they are required to sign hardcopy attendance. Students caught logging in the attendance on behalf of another Student will be subjected to severe disciplinary action by the School.
3. Form Teachers are responsible for marking student's attendance at 8:00am / 8:15am in the morning and Students not present in the class within the first 10 minutes will be deemed absent.
4. Students who are more than 10 minutes late for a lesson will be deemed absent. Those who arrive in class later than 5 minutes after 8:00am / 8:15am but not later than 10 minutes after 8:00am / 8:15am will be marked as late. Those who arrive in class within 5 minutes of 8:00am / 8:15am are marked as present and not late.
5. Form Teachers will follow up with one random check during any session in the afternoon. Random attendance check should be done within the first 10 minutes of the chosen session. Students not present in the class during the random check will be deemed absent. Students will not be marked late in the afternoon.

Note: Attendance for self-study period is compulsory.

6. Attendance for the night study session period is taken twice by the Teacher.

ATTENDANCE POLICY (CON'T)

7. Attendance during the night study session is compulsory; Student is not allowed to apply for Leave Application. However, exemption may be sought as detailed in **Monitoring of Student Attendance**. (see *OM-C5.4.1 Monitoring of Student Attendance*).
8. The School requires the attendance percentage of **ALL** Students during the course in any month to not fall below 90% (the attendance requirement of the Immigration and Checkpoints Authority of Singapore (ICA) for Students holding Student's Pass is 90%) without any valid reason and must not be absent for a continuous period of seven (7) days
9. The school will monitor student attendance on a daily basis, and intervention actions (e.g discussion and/or informing of parents etc.) will be taken to help Students with poor attendance as detailed in **Monitoring of Student Attendance** (see *OM-C5.4.1 Monitoring of Student Attendance*).
10. The intervention actions / goals are to be evaluated for effectiveness and improvements.

Self-Study / Exemption from Night Study Request

1. Current Honours' List Students who wish to do self-study in School during school hours or apply for Night Study Exemption must make their request in writing clearly stating their reasons to the Teacher in-charge of Honours' List Students.
2. All other students who wish to do self-study in school during school hours or apply for Night Study Exemption must write in to the Vice Principal. Those who apply for Night Study Exemption must be staying with a Guardian or Parent, who will give an undertaking to monitor the students' learning.
3. The Teacher in-charge of Honours' List Students / Vice Principal must consider each request based on its own merits.
4. If permission is granted, the following must be done:
 - Teacher in-charge of Honours' List Students / Vice Principal will inform Discipline, Student Development, and Form Teacher.
 - If the permission is for self-study, the Student must be present in the self-study room during school hours and his/her attendance will be taken by the Form Teacher.
5. If the student, who was granted permission, fails to maintain or improve on their last academic results, the permission may be rescinded at the discretion of the Vice Principal.
6. If the request is rejected, the Student can appeal to the Principal. The decision of the Principal is final.

Student Leave Application

1. Students who are unable to attend regular or Night Study classes are required to submit their leave application online with attached soft copy of the relevant supporting documents before midnight of the day of absence.
2. Students who require long-term leave from regular or Night Study classes are required to submit their leave application online as stated in above point 1 and meet with Discipline Attendance to get a clear understanding of the reason(s) for application of long-term leave. Special consideration will be given by the Principal/Vice Principal on a case-by-case basis.
3. If it is a short-term leave application (3 days or less), Form Teacher will meet with the student to get a clear understanding of the reason(s) for application of short-term leave.
4. If it is a long-term leave application (more than 3 days), Form Teacher will arrange for student to meet Vice Principal to get a clear understanding of the reason(s) for application of long-term leave, while Student Development will verify the reasons with the parent before approval can be granted.
5. Form Teacher will update the Student Management System as detailed in Monitoring of Student Attendance based on the decision made.

Medical Leave

1. Medical certificates other than those issued by a registered hospital, polyclinic or clinics in Singapore will not be accepted for the leave application.
2. Do note that medical certificates from Traditional Chinese Medicine (TCM) clinics will NOT be recognised.

Participation in Local Examinations

- Student Leave Application Form
- Examination notification
- Proof of examination attendance.
- Written approval from School

Leave for Country of Origin:**Treatment of Illness**

- Leave Application signed by parents.
- Medical report from a Singapore local specialist hospital
- Return flight tickets.
- Student Leave Application approved by Customer Service.
- Medical report from a specialist hospital in Student's native country upon return to school.

Parents Seriously Ill

- Student Leave Application signed by parents.
- Parent's medical report from a hospital in Student's native country.
- Return flight tickets.
- Student Leave Application approved by Customer Service.

Participation in Major Examinations in Student's Native Country

- Leave Application signed by parents.
- Examinations notification by the relevant authorities in Student's native country.
- Return flight tickets.
- Student Leave Application approved by Customer Service.
- Proof of examination attendance.

** Leaving the country without leave application and written approval from FIS, leave application with insufficient documents or through improper procedures are considered unauthorised departure and student will be marked as absent without reason.*

** Extension of leave after returning to Student's country of origin due to specific reasons requires notification of the Discipline Attendance before duration of approved leave expires. All relevant documents are to be faxed or e-mailed to the school and the leave extension will only be approved after official viewing. Failure to do so will result in Student's absence being considered as overseas overstay and FIS reserves the right to cancel his/her Student Pass due to relevant regulations of ICA.*

** Student is required to return to FIS promptly after his/her leave duration expires. Each day that he/she exceed without proper notification of the Discipline Attendance will be considered absent for classes for that month.*

** In the event of loss of Student's Pass during his/her leave back in his/her country of origin, he/she will be required to apply for a Social Visit Pass in order to re-enter Singapore and then re-apply for a Student's Pass at ICA upon arrival in Singapore. The school does not guarantee the success of Student's Pass re-application in these situations. In the event he/she is unable to resume his/her studies here, he/she will be held fully accountable (no refund from FIS). If the re-application is successful, he/she will then be required to pay \$130 for the replacement fee.*

The Below Reasons are NOT Acceptable For Leave Application

- Personal affairs that can be normally done after class hours such as booking of flight tickets, opening of bank account, deposit money, draw money and purchase of books, stationeries, medicine and daily supplies.
- Returning to Student's country of origin due to illness of relatives other than next-of-kin.
- Application or renewal of Student's Pass. There is a designated leave application period for this and FIS will not approve of application beyond that timeframe.
- In the event Student needs to pick-up his/her parents from the airport, he/she will need to submit photocopied or faxed copies of the flight tickets and his/her parents must call the school in person to receive the written approval from Discipline Attendance (leave application for picking up someone other than the parents will not be approved).

Renewal of Student Pass Procedures

- Student will be notified 1 month prior to expiry by Student Services.
- He/she has to submit Application Form for Renewal of Student's Pass and Payment to Student Services.
- Student Services will apply for the renewal on his/her behalf.
- Upon approval, Student Services will provide him/her with the approval letter and appointment time at ICA.
- He/she must go to ICA to collect the Student Pass according to the appointment.
- Submit a photocopy of his/her student pass to Student Services within 3 days.

Special Notice

- Student will be fully responsible for any illegal overstay due to expiration of his/her Student's Pass.
- Student will be fully responsible for failure to submit photocopy of updated Student Pass within 3 working days to Student Services, hence affecting the next update of his/her Student Pass.



SCHOOL ATTIRE RULES

Item	School Rules	Exceptions
Hair	Face, especially eyes, must not be covered	The length and style of hair is up to the student* Boys with long hair must tie it up in a tidy ponytail
Hair Dye	Only dark coloured dye, such as black or brown, is allowed.	Dark green or blue used as tints is allowed as long it is not too conspicuous*. Those with hair dye not approved by the school will be given two weeks to remove their hair dye.
Wearing of Make Up	No	Only very light makeup is allowed*
Piercings on face	No	
Ear-rings	No	Only small studs or rings are allowed*
Tattoos	No	The School does not accept students with tattoos. Those that have been accepted on a case by case basis must cover it up with long-sleeve shirt if necessary.
Necklaces	No	All necklaces must be hidden under the collar*
Coloured contact lens	No	Only dark coloured contact lens is allowed*
Rings and bracelets	No	Only small or thin rings/bracelets are allowed*

SCHOOL ATTIRE RULES

Monday Full Uniform Attire (Part 1):

Item	School Rules	Exceptions
Shirt	School White Shirt with School logo; student must be in uniform from 8.00am to 8.00pm	Student may request for tailored shirt, for example, long-sleeved shirt to cover the skin from sun exposure. School logo must be printed
Skirt/ Pants	School Tartan Skirt / School Dark Blue Pants. The length of the pants must be long enough to ensure that there is no exposure of legs.	Student may request for tailored pants if the ready to wear does not fit well.
Ties	School Pants: Necktie School Skirt: Bowtie	
School Blazer	IN THE CLASSROOM: If a student feels cold, another sweater can be worn under the School Blazer If student only needs one layer, the Student must wear the School Blazer ONLY. OUTSIDE THE CLASSROOM: Student must wear School Blazer ONLY.	

SCHOOL ATTIRE RULES

Monday Full Uniform Attire (Part 2):

Shoes	All black only	
Socks	Black only Socks must be long enough to ensure there is no exposure of ankles	Student in skirt may choose leggings and stockings, which must be in black only
Belt	It is optional. Single Colour: Black or Dark Brown	

Other Attire at School:

Item	School Rules	Exceptions
Shirt	School T-Shirt (only on Fridays and Activity/Physical Exercise Days)	Club T-Shirt with FIS name or logo in it is accepted
Shorts	Dark blue or Black (only during school physical activities)	
Shoes	All black canvas or track shoes	
Socks	Black only. Socks must be long enough to ensure there is no exposure of ankles	

INTRODUCING SINGAPORE

Geography & Climate

The Republic of Singapore is a small tropical island with a land area of only 721.5 sq km and lying just 1 degree north of the equator. She has a fairly warm and humid climate throughout the year with temperature ranging from 25-36 degrees celsius. The months of December and January generally sees the most rainfall. Singapore is, in fact, prone to lightning and it is advisable to stay indoors during such times.

Population

Singapore population is standing at 5.64m and comprises of numerous ethnic groups as of 2018. (source: www.Singstat.gov.sg)

Language

The common languages used in Singapore are mainly English, Chinese, Malay and Tamil. English is the language of administration as well as the main medium of instruction in schools and other education institutes.

Festivities

Here in Singapore, a diverse array of festivals from various ethnic groups and religions are celebrated throughout the year. This includes Lunar New Year, Deepavali, Hari Raya Puasa, Hari Raya Haji, Mid-Autumn Festival, Thaipusam, Vesak Day, Good Friday and Christmas.

Social Culture

People in Singapore are expected to form queues to board buses, or to wait for services and it is generally considered impolite, and at times downright rude, to push ahead of someone who is in the queue before you. Punctuality is viewed rather seriously as well and it is considered impolite to miss appointments. Do allow yourself sufficient time for travel.

What to Wear

In a tropical country such as Singapore where the weather is constantly warm and humid throughout the year, loose and light summer clothing is recommended especially for outdoor activities. Please note that while in school compound during school hours, improper attire such as shorts, slippers and clothing with indecent words or pictures are not allowed.

Goods and Services Tax (GST) and Tipping

A 7% Goods and Services Tax is levied on all services and goods imported into Singapore. Tipping is not necessary as a service charge of 10% is normally levied at restaurants, hotels and other establishments. A tip should only be exercised in instances where the bill does not include a service charge.

Food Culture

Singaporeans love to eat, especially with the wide spread of selection offered in different settings throughout the country. Ranging from food centres at local neighbourhoods or air-conditioned food courts conveniently situated at shopping complexes to niche restaurants serving dedicated cuisines unique to specific countries, the wide variety of dishes offered ensures there is something to like for every taste bud in Singapore.

When dining at a food court or hawker centre, get a table, note the number, and then look at the pictures at the respective stalls to order. Provide the stall operator with your table number and wait for your food to be delivered before making payment. Do kindly take note that some stalls are self-serviced and you are expected to make payment and wait for your food to be ready before bringing the food back to your table.

Some of the more common cuisines are local Chinese food, heavily influenced by Fujian and Guangdong cooking, local Malay food and local Indian food. Also, Singapore has become a melting of pot in Asia of different food cultures and infact the unstoppable emergence of Western food in the culinary world of Singapore is undeniable.



Living

The major types of housing in Singapore are public housing flats, condominiums, terrace houses and semi-detached houses. Almost 80% of the population live in public housing flats with the remaining 20% living in private housing. FIS is one of the few private schools in Singapore to provide hostel services, therefore students need not worry about finding accommodation.

Should a student at any time choose to not stay at our hostel, he/she must inform FIS of their updated address and contact number. FIS is not responsible for students who provide out dated or incorrect information.

Phishing Scams in Singapore

Victims of such phishing scams received emails or text messages by scammers impersonating entities the victims know or trust, such as banks, government agencies, trade unions, or companies such as SingPost, StarHub, Netflix, PayPal and DHL.

These emails and text messages make fake offers or claims to trick recipients into clicking on an URL link. Such fake offers or claims include outstanding payment for parcel delivery, disruptions to services or subscriptions, refunds, or promotions. Upon clicking on the URL links, victims will be redirected to fraudulent websites where they are tricked into providing their credit/debit card details and One-Time Password (OTP). Victims only realised that they have been scammed when they discovered unauthorised transactions made using their credit/debit card.

- Do not click on URL links provided in unsolicited emails and text messages;
- Always verify the authenticity of the information with the official website or sources;
- Never disclose your personal or Internet banking details and OTP to anyone; and
- Report any fraudulent credit/debit card charges to your bank and cancel your card immediately.

LAWS & RULES OF SINGAPORE

Singapore is a society with very strict laws and foreigners need to familiarise themselves with them as the consequences of breaking laws due to lack of knowledge can be tough. The death penalty and caning are existing penalties and intervention by foreign governments on behalf of convicted foreigners is seen as interference. Listed below are some of the rules that a student must bear in mind. Note that this list is not comprehensive.

Student Pass Holder

If the Student Pass is lost or stolen, you are required to make a police report immediately and report to ICA within 7 days to apply for a replacement Student Pass via the help of the School. Issuance and/or replacement fee shall apply. If you recover possession of your lost Student Pass after reporting such loss to ICA, you are required to surrender the recovered Student Pass to ICA for cancellation within 7 days from the date of recovery of the Student Pass.

You must not engage in any form of paid employment or in any business, profession or occupation in Singapore during the validity of your Student Pass unless you have a valid work pass issued under the Employment of Foreign Manpower Act (Cap. 91A).

You are required to attend class regularly. If you fail to attend classes for a continuous period of 7 days your student's pass is liable to be cancelled by the School with effect from the 8th day. The letter of cancellation will be sent to your place of residence as registered with ICA. Remaining in Singapore unlawfully after the cancellation of your Student's Pass is an offence under Section 15 of the Immigration Act and you would be liable for prosecution.

Student Pass is issued to you on the condition that the Terms & Conditions are complied with. Any person who without reasonable cause contravenes or fails to comply with any condition imposed in respect of or any direction endorsed on any pass or permit shall be guilty of an offence and shall be liable on conviction to a fine not exceeding \$1,000 or to imprisonment for a term not exceeding 6 months or to both.

For more information: www.ica.gov.sg

Alcohol / Drunkenness

Purchase and consumption of alcohol is not permitted for those below 18 years of age. Those found drunk in public places may be fined or imprisoned up to three months.

Cyber Crimes

The Computer Misuse and Cybersecurity Act is to make provision for securing computer materials against unauthorised access or modifications to ensure cybersecurity. The unauthorised access of and / or modification of computer material, unauthorised use or interception of a computer service, unauthorised disclosure of access code and unauthorised obstruction of use regardless of intent are all examples of offences that fall under the Computer Misuse and Cybersecurity Act. Those found guilty of breaching the Act will be fined and / or imprisoned.

For more information, please refer to <http://statutes.agc.gov.sg/>

Drugs

Singapore has one of the toughest anti-drug regimens (Misuse of Drugs Act) in the world. If you are caught possessing more than a stated amount of drugs, you are presumed to be a trafficker which carries the mandatory death penalty.

False Identification

It is an offence to show false identification to enter discos and clubs limited to those over 18/21 years old or to purchase alcohol.

Immigration Offences

Overstaying is a punishable offence under the Immigration Act, so please take note of the expiry dates of your Student's Pass. Offenders may be fined up to S\$4,000 and/or imprisonment plus caning.

Jaywalking

Jaywalking is one of Singapore's most common offences committed. Jaywalking is defined as crossing the road within 50m of a crossing zone and is commonly policed during a Traffic Police Operation. Offenders can be fined S\$20 on the spot or charged and fined up to S\$1,000, or jailed up to three months.

Littering

Littering is one of Singapore's most common offences committed. First-time offenders who discard minor litter such as sweet wrappers, cigarette butts and parking coupon tabs improperly are liable for a S\$300 fine, while fines for larger items can go up to S\$1,000 or a Community Work Order (CWO) of up to 12 hours, or both.

Spitting

According to Environmental Public Health Act (Chapter 95, Section 113), spitting or expelling mucous from the nose, onto the street or floor which the public has access is liable of a fine not exceeding S\$ 1,000 for first offence; S\$ 2,000 for second offence and; S\$ 5,000 for third and subsequent offence.

Loitering and Congregation

The police may stop you at any time for questioning and you must be able to explain the reason of your presence in any location and provide required information if requested. If the police suspect you and a group of five or more are gathering with the intention to commit a crime, it is considered an offence under unlawful assembly.

Pornography

Obscene articles, publications, videotapes, disks and software are considered illegal. For more information on the restricted items mentioned, you may contact:

Media and Development Authority

3 Fusionopolis Way,

#16-22 Symbiosis

Singapore 138633

Tel: 6377 3800

www.mda.gov.sg

Rioting

When force or violence is used by a group of five or more people or by any member thereof, it is classified as rioting. The punishment for those guilty of such an offence is imprisonment of up to five years and caning.

Smoking

A person under 21 years of age is not allowed to carry or purchase cigarettes with a fine of S\$2,000 for offenders. Smoking is not allowed in air-conditioned areas. Failure to adhere will result in a S\$1,000 fine.

For more information on the restricted area, you may refer to: <http://www.nea.gov.sg/public-health/smoking>

Vandalism and Mischief

Causing damage to public property (such as bus stops, traffic lights) is classified as vandalism while causing damage to private property is classified as mischief. Both offenses are punishable by a fine, caning or imprisonment.

Driving

A person under 18 years of age is not allowed to drive. Those above 18 years of age must hold a valid driving licence in order to drive in Singapore.

GETTING AROUND SINGAPORE

Getting around Singapore is easy and convenient using local public transportation due to our highly developed transport infrastructure and system of taxis, buses, Light Rail Transit (LRT) and Mass Rapid Transit (MRT).

Light Rail Transit (LRT) and Mass Rapid Transit (MRT)

The MRT and LRT trains are the most convenient and efficient means of travelling around Singapore. While MRT trains bring you to different parts of Singapore, the LRT trains operate within specific neighbourhoods.

Fares starts from S\$0.92 and operating hours are from 5.30am to about midnight daily. Food and drinks are strictly prohibited while on board the trains.

TransitLink Stored Value Card (EZ-Link Card)

The TransitLink stored value card is a contactless smart card with stored value that is usable on buses, MRT and LRT. It may be purchased at any TransitLink Ticketing Office for a price of S\$12 (\$5 non-refundable card cost and \$7 travel value).

EZ-Link cards may be topped up via cash or NETS at any general ticketing machines or value adding machines with a minimum value of S\$10. Use of an EZ-Link card allows a commuter to enjoy rebates and discounts on travelling fares.

To pay for a fare, simply tap the EZ-Link card on a reader device when boarding and alighting. Please ensure there is a beep after the tap to ensure the fare is correctly deducted.

Typical Taxi Fares

Basic Fare

Flag-Down (Inclusive of 1st km or less)	\$3.00 - \$3.40
Every 400m thereafter or less up to 10km	\$0.22
Every 350m thereafter or less after 10km	\$0.22
Every 45 secs of waiting or less	\$0.22

Peak Hour Surcharge - 25% of metered fare

Monday to Friday from 6:00am to 9:30am

Monday to Sunday & Public Holidays from 6:00pm to Midnight

City Area Surcharge - Additional \$3.00

Monday to Sunday & Public Holidays from 5:00pm to Midnight

Midnight Surcharge - 50% of metered fare

Midnight to 5:59am

Booking Fee

Monday to Friday from 6:00am to 9:30am	\$3.30
Monday to Sunday & Public Holidays from 6:00pm to Midnight	\$3.30
All other times (Including Saturday, Sunday & Public Holidays)	\$2.30
Advanced Bookings (at least half an hour in advance)	\$8.00
Prime Time: S\$3.50	
Mon to Fri: 7:00am to 9:30am, 5:00pm to 11:00pm	

HEALTHCARE IN SINGAPORE

Singapore's healthcare system has an international reputation for impeccable healthcare standards and state-of-the-art medical facilities with many private and government clinics located at most housing estates.

Polyclinics / Government Clinics

There are currently eighteen polyclinics throughout the island located at various housing estates; the branch most easily accessible from FIS is at Yishun. Most consultation charges at polyclinics cost S\$44.60 for foreigners, excluding medication.

Private Clinics

Private clinics provide outpatient medical services and there are often a few private clinics within a neighbourhood. Operating hours vary from clinic to clinic, but most of them operate from 9am-1pm, 2pm-4pm and 7pm-9pm on weekdays and 9am-1pm on weekends. There are a few 24-hour clinics around but charges are relatively more expensive (double charge after midnight).

Public Hospitals

The hospital nearest to FIS is:

Tan Tock Seng Hospital
11 Jin Tan Tock Seng
Singapore 308433
Tel: 6256 6011
<http://www.ktph.com.sg>

Singapore General Hospital (SGH)
Outram Road
Singapore 768828
Tel: 6222 3322
<http://www.sgh.com.sg>

National University Hospital (NUH)
5 Lower Kent Ridge Road
Singapore 119074
Tel: 6779 5555
<http://www.nuh.com.sg>

Ng Teng Fong General Hospital
1 Jurong East Street 21
Singapore 609606
Tel: +65 6716 2000
<https://www.ntfgh.com.sg/>

Tan Tock Seng Hospital (TTSH)
11 Jalan Tan Tock Seng
Singapore 308433
Tel: 6256 6011
<http://www.ttsh.com.sg>

Changi General Hospital (CGH)
2 Simei Street 3
Singapore 529889
Tel: 6788 8833
<http://www.cgh.com.sg>

Alexandra Hospital (AH)
378 Alexandra Road
Singapore 159964
Tel: 6472 2000
<http://www.ah.com.sg>

Sengkang General Hospital
110 Sengkang E Way
Singapore 544886
Tel: 6930 6000
<https://www.skh.com.sg/>

Private Hospitals

Mt Elizabeth Hospital

3 Mount Elizabeth

Singapore 228510

Tel: 6737 2666

www.memc.com.sg

Gleneagles Hospital

6 Napier Road

Singapore 258500

Tel: 6473 7222

www.gleneagles.com.sg

Parkway East Hospital (formerly known as East Shore Hospital)

321 Joo Chiat Place

Singapore 427990

Tel: 6344 7588

www.parkwayhealth.com

Mount Alvernia Hospital

820 Thompson Road

Singapore 574623

Tel: 6347 6688

www.mtalvernia-hospital.org

Thomson Medical Hospital

339 Thomson Road

Singapore 307677

Tel: 6250 2222

www.thomsonmedical.com

Raffles Hospital

585 North Bridge Road

Singapore 188770

Tel: 6311 1111

www.raffleshospital.com

Farrer Park Hospital

#02-01 Connexion, 1 Farrer Park Station Road

Singapore 217562

Tel: 6363 1818

www.farrerpark.com/hospital/Pages/Home.aspx

ITEM CHECKLIST FOR SINGAPORE

Here is your pre-departure checklist before you pack your bags for Singapore:

- Complete and return the Pre-Arrival Form to your SDM.
- Refer to Appendix 2 when you pack your luggage.
- Keep your passport ready and make sure that it has at least six months validity.
- Ensure that you receive the Student's Pass In-principal approval (IPA) letter before you leave for Singapore.
- Ensure that you have all the original copies of your high school results, work experience letters, graduation results, SAT reports etc. for verification in Singapore. If your documents are not in English, please get them officially translated into English.
- Make sure you carry sufficient Singapore currency that can last you for at least the initial few weeks.
- Never help anyone to bring anything into or out of the customs (if the item you carry violate Singapore's laws and regulations, you will be responsible for the consequences).
- Please contact our staff in advance should you change your flight or if your flight is delayed.

Here are some things you will need once you arrive in Singapore:

- Obtain and complete the Embarkation/Disembarkation Form from the flight attendant on the aircraft to save time on customs clearance. Please ensure to keep the remaining Embarkation/Disembarkation Form.
- Please complete your Embarkation/Disembarkation Form with the following addresses and phone numbers:
 - a) If you will stay at FIS school dormitories, please fill in the form with:
29 Jervois Road, Singapore 249007
Tel: +65 9773 4215
 - Or**
78 Dalvey Road, Singapore 259485
Tel: +65 8432 3911
 - b) If you will stay at other school dormitories, please fill in the form with:
8 Claymore Hill #01-05, Singapore 229572
Tel: +65 6842 6001
- International flights often fail to arrive on time. Customs and immigration clearances may take between forty and sixty minutes to complete.
- Please also do not bring pirated CDs and publications, cigarettes, alcohol, nunchakus and other prohibited and controlled items into Singapore.
- After passing through the customs, check your luggage carefully upon collection. We recommend markings to be used on the luggage to facilitate identification. If your luggage is lost or damaged, please contact the airport staff and apply for compensation immediately.

- Upon exiting the arrival hall, look out for our FIS staff near the exit. Due to the changes of the landing time and traffic condition, our FIS staff may not be at the exit when you arrive. If you can't find him/her, please remain at the waiting area and wait for about 10 minutes, or call our FIS pick-up staff at +65 9773 4215. Please do not leave the airport on your own.

Student Accommodation Contact Details:

Hostel Manager	Mr. Keith Yong	WeChat ID: kthyong-789
Hostel Supervisor	Mdm. ShuFang	WeChat ID: yu20131021
Hostel Administrator	Mr. Hong	WeChat ID: zhihong8566

Appendix 2: Packing List— not an Exhaustive List

Items for School:

- School bag, 1-2 exercise books and a complete set of stationeries*
- Combination lock for school locker
- Notebook, laptop or ipad and its paraphernalia (including adapters)
- Good quality noise cancelling headset with microphone (below is the list of recommended headset for your consideration):

Brand	Price (SGD)	Brand	Price (SGD)
Jays Q Seven	\$208	Harmon Kardon Fly	\$369
Platronics BackBeat Go 810	\$249	Sony H910N	\$383
JBL Live650BTNC	\$249	Sony WH-1000xm4	\$429
Audio Technica ATH-ANC700BT	\$268	Beats Solo Pro	\$429
Sennheiser HD450BT	\$269	Bose 700	\$539
Bose Quiet Comfort 35	\$349	Apple Airpod Max	\$849

Personal Items:

- Phone charger cables and international adaptor
- Folder for storing important documents/passport
- Gym wear – shorts x 3, t-shirts x 3 and gym shoes x 1
- Weekend wear: long trousers/skirts x 2, shirts/blouses/dresses x 2, light jacket/hoodie x 1 and casual shoes/sandals x 1
- Full black shoes, black or white socks; black opaque stockings for ladies (if needed)
- Umbrella/raincoat; sunhat and sunglasses
- Basic set of travel toiletries and skin care items*
- Shoe cleaning/polishing kit
- Small sewing kit

Items for Student Accommodation:

- Bath towel and slippers
- Thin quilt, pillow and bedsheets*: upper deck 200cm x 94 cm and lower deck 200cm x 110cm (recommend to purchase in Singapore)
- Toiletries and personal grooming kit such as hairbrush and shaving kit* (recommend to purchase in Singapore unless you have sensitive skin)
- Mattress protector/thin cushion/mat for lining the bed (for girls)

* Items can be easily purchased in Singapore when you run out

MAJOR BANKS IN SINGAPORE

In May 1999, MAS launched a five-year liberalisation package to strengthen the banking system and to improve Singapore's reputation as an international financial centre. Most banks in Singapore cater to different types of clients – individuals, corporations or government agencies.

Local full banks

Nearest to FIS are:

Development Bank of Singapore (DBS)
Plaza Singapura Branch
68 Orchard Road #B1-25
Plaza Singapura
Singapore 238839

Development Bank of Singapore (DBS) ATM:
391 Orchard Road #B2-21/22/23
Takashimaya Shopping Centre
Ngee Ann City
Singapore 238872

Overseas Chinese Bank Corporation (OCBC)
ION Orchard Branch
2 Orchard Turn #B2-57
Singapore 238801

Overseas Chinese Bank Corporation (OCBC) ATM:
Scotts Square
6 Scotts Road
#B1-03 to 07 and #B1-10 Fairprice
Singapore 228209

Overseas United Bank (OUB)
Shaw Centre Branch
No. 1 Scotts Road #03-04
Shaw Centre Singapore
Singapore 228208

Overseas United Bank (OUB) ATM:
UOB Shaw Centre Branch
No. 1 Scotts Road #03-04
Shaw Centre Singapore
Singapore 228208

Major foreign banks

Nearest to FIS are:

Hongkong and Shanghai Bank Corporation (HSBC)
Claymore Branch and ATM
6 Claymore Hill #01-01
Singapore 229571

Standard Chartered
VivoCity Branch & ATM
1 Harbourfront Walk #B2-01
VivoCity
Singapore 098585

Maybank
MSpace at Maybank
321 Orchard Road
#01-01/02 Orchard Shopping Centre
Singapore 238866

Maybank at Wisma Atria ATM
435 Orchard Road #B1-K2
Singapore 238877

Citibank
Capital Square Branch
23 Church Street #01-01
Singapore 049481

Citibank ATM
Orchard SMRT Station
437 Orchard Road
Singapore 238878

BENEFITS

F&B Benefits

Students in FIS uniform will be able to enjoy a 10% discount off regular items at the following F&B outlets:

Food Republic @ Shaw House
350 Orchard Road #B1-02
Singapore 238868

Hua Yi Kitchen
360 Orchard Road #02-11/12
International Plaza
Singapore 238869

Dental Benefits

Aloha Dental
14 Scotts Road #04-125
Far East Plaza
Singapore 228213
Tel: +65 6733 2268

FIS students with proper identification shown during registration will be entitled to the Aloha Dental Care Package which includes consultation, scaling and polishing, fluoride treatment at S\$85 (inclusive of GST).

Note that this package can be terminated anytime at the clinic's discretion.

COMMUNICATION SERVICES IN SINGAPORE

Singapore has a highly developed communication system with three telecommunication companies: SingTel, Starhub and M1. All three provide mobile communication services to make both local and international calls. Costs differ depending on package and promotion, but can be in the region of S\$20 a month with minimal usage. It is recommended that you bring a mobile phone into Singapore and purchase a top-up card for immediate use and to contact family members back home.

To purchase a mobile phone, you need to be at least 16 years old and you have to produce your student's pass, passport and proof of billing address at the time of purchase.

Internet

Internet access is widely available in Singapore but we are conservative in our approach regarding the use of internet in school and hope that you understand the priority should be on academic pursuit.



CONTACTS

FIS understands that your family members may have to contact us immediately out of necessity. Listed below are our various means of communications including QQ. You may like to set up an International QQ account to create an easy access to our personnel, see www.imqq.com and it is available for free.

School Address

If you need an address for your correspondence, for example to enable your family members to send parcels or letters to you, use the school address but remember to clearly state your name and student ID number.

**8 Claymore Hill #01-01
Singapore 229572**

CONTACTS

Other Relevant Staff and Contacts

	Name	Telephone	QQ	Email
	School Main Line	6842 6001	-	fis@fis.edu.sg
	Feedback Email	-	-	feedback@fis.edu.sg
Director	David Mok	-	1247358613	david.mok@fis.edu.sg
Senior Principal	Li Wei	-	-	liwei@fis.edu.sg
Principal	Anosia Thevy	-	2433398170	anosia@fis.edu.sg
Vice Principal	Xu Tianlong		2021208268	xu.tianlong@fis.edu.sg
Vice Principal	Xu Yonghua	-	1195099044	xu.yonghua@fis.edu.sg
Curriculum Issues	Sheri Zhu	-	-	sheri.zhu@fis.edu.sg
Education Pathway	Ms. Katija Wang	9001 8964	2531943138	xiaodong.wang@fis.edu.sg
Student Pass Issues	Liu Shengting	-	1106567113	shengting@fis.edu.sg
Attendance Issues	Xu Yonghua	-	1195099044	xu.yonghua@fis.edu.sg
Academic Issues	Yani	-	-	yani@fis.edu.sg
Student Activities	Adelaide Chung	-	-	adelaide.chung@fis.edu.sg
Hostel Issues	Zhang Shufang (JJ Hostel/ Central/ Nuovo)	9773 8205	1792106921	zhang.shufang@fis.edu.sg
	Hong	9831 6673	-	-
	Keith Yong	8432 3911		yong.koong@fis.edu.sg



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Singapore 229572

Tel: 6842-6001

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